



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTAIAK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1106^(S) Dated, the 02.07.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-243/2025																									
2	Complainant/s	Name & Address Sri Bikram Barik, At/Po-Bargaon, Ps-Borda, Dist.-Kalahandi.	Consumer No 9033-1305-0209	Contact No. 96686-86277																							
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. SDO Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																								
4	Date of Application																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) -		
1. Agreement/Termination	2. Billing Disputes	✓																									
3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load																										
5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer																										
7. Interruptions	8. Metering																										
9. New Connection	10. Quality of Supply & GSOP																										
11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's																										
13. Transfer of Consumer Ownership	14. Voltage Fluctuations																										
15. Others (Specify) -																											
6	Section(s) of Electricity Act, 2003 involved																										
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>	3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																	
1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>																											
2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>																											
3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>																											
4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>																											
5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>																											
6. Others <u></u>																											
8	Date(s) of Hearing	25.06.2025																									
9	Date of Order	02.07.2025																									
10	Order in favour of	Complainant	✓ Respondent	Others																							
11	Details of Compensation awarded, if any.	Nil																									

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Borda
Appeared:

1. **For the Complainant** – Sri Bikram Barik, At/Po-Bargaon, Ps-Borda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. SDO Kesinga, TPWODL.

Complaint Case No. BPT-243/2025

Sri Bikram Barik,
At/Po-Bargaon,
Ps-Borda,
Dist.-Kalahandi

Con. No.9033-1305-0209

COMPLAINANT

Sri Devi Prasad Dixit,
EE, Elect. SDO Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Bikram Barik, At/Po- Bargaon, Ps- Borda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Borda on dt. 25.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.5 KW having consumer no- **9033-1305-0209** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant that excess bill was served in the month of 05/2018.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, Elect. Sub Division Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 30/06/2025
- 2) Bill details from: 09/2013 to 05/2025
- 3) Date of supply: 20/09/2013
- 4) Category: LT/Domestic
- 5) Connected Load 0.5 KW
- 6) Meter No – TWB123323
- 7) Installed on: 07.04.2024 with IMR "0"



- 8) CMR: 1164 KWH on 30/06/2025
9) The meter status: Regular
10) Facts of the complainant: Revision of bill
11) As written version submitted by EE, Elect. Sub Division Kesinga as follows:
- Average and provisional bill not being adjusted from 11/2017 to 03/2018, in database it is showing that meter no- 102281 has been replaced with meter no WLT097862 in the month of 01/2018 whereas as per PVR submitted by JE Borda on dated 30/06/2025 meter no- 102281 is continuing from date of supply to 07/04/2024.
 - Excess billing in the month of 05/2018.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing.
- The OP submitted that average and provisional bill not being adjusted from 11/2017 to 03/2018, in database it is showing that meter no- 102281 has been replaced with meter no WLT097862 in the month of 01/2018 whereas as per PVR submitted by JE Borda on dated 30/06/2025 meter no- 102281 is continuing from date of supply to 07/04/2024.
- Excess billing in the month of 05/2018.
- As per billing database some bill was served in high consumption meter reading during the period from 09/2013 to 02/2024, which seems to suppress meter reading.

ORDER

02.07.2025

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To recast the bill from 09/2013 to 02/2024 by taking IMR "0" Kwh on 09/2013 and FMR "4700" Kwh on 02/2024.


The case is disposed of accordingly.


Compliance report must be submitted to the Forum by **July-25** by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-July-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to:

1. Sri Bikram Barik, At/Po- Bargaon, Ps- Borda, Dist- Kalahandi.
2. EE, Elect. Sub Division Kesinga TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.