



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1319^(S)

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-404/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Hemanta Herna, At-Khairmal, Po-Salebhata, Ps-Kesinga, Dist.-Kalahandi.		9033-1307-1087	63711-52869	
3	Respondent/s	Name Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.		Division Kalahandi East Electrical Division, TPWODL		
4	Date of Application					
5	In the matter of-	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	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155		
				2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause		
				3. OERC Conduct of Business) Regulations,2004; Clause		
				4. Odisha Grid Code (OGC) Regulation,2006; Clause		
				5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause		
				6. Others		
8	Date(s) of Hearing	16.09.2025				
9	Date of Order	13.10.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				



Place of Hearing: Kisinga

Appeared:

1. **For the Complainant** – Sri Hemanta Herna, At-Khaimal, Po-Salebhata, Ps-Kisinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kumud Kumar Behera, SDO Elect. Kisinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Hemanta Herna, At-Khaimal, Po-Salebhata, Ps-Kisinga, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kisinga on dt. 16.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- 9033-1307-1087 under SDO Elect. Kisinga.
- 2) As complained by the complainant that excess bill was served in the month of 08/2025.
- 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 (SDO Elect. Kisinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 23/09/2025
- 2) Bill details from: 10/2020 to 08/2025
- 3) Date of supply: 30.08.2025
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST15093213
- 7) Installed on: 30.08.2025 with IMR "0"
- 8) CMR: 27 KWH on 23/09/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kisinga as follows:
 - As per PVR submitted by JE borda on dated.23.09.2025, the consumer was availing power supply from 30.08.2025. before that he was not availing power supply and had been declared as Ghost Consumer.



- The case has already been registered in GRF Order no-549 (5), CC No-340/2024 on dated. 30.09.2024. As per the above GRF order, the bill from 12/2019 to 06/2022 has been withdrawn.
- In Aug 2025, the new meter reading is only '13' units but billed '2773' units. However, the respondent requested the forum to take appropriate decision as necessary.

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 as per PVR submitted by JE boda on dated.23.09.2025, the consumer was availing power supply from 30.08.2025. before that he was not availing power supply and had been declared as Ghost Consumer.
- The case has already been registered in GRF Order no-549 (5), CC No-340/2024 on dated. 30.09.2024. As per the above GRF order, the bill from 12/2019 to 06/2022 has been withdrawn.
- In Aug 2025, the new meter reading is only '13' units but billed '2773' units.

ORDER

13.10.2025

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:

- The bills served from 08/2025 is to be revised by taking average of six consecutive billing of new meter as the old meter declared defective.
- Any adjustments made during the revision period are also be taken into consideration / DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear all dues upon revision of bills.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt. 31.03.2026.

Riceel 13-X-25
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

SPC
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

Dt. 13.10.2025
A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Hemanta Herna, At-Khaimal, Po-Salebhata, Ps-Kesinga, Dist.-Kalahandi.
2. SDO Elect. Kesinga, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”