



Place of Hearing: Borda

Appeared:

1. **For the Complainant** – Laxmi Majhi, At-Kandakhal, Po-Palna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Chaitanya Senapati (Officer RCM Borda), Repr. For Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Laxmi Majhi, At-Kandakhal, Po-Palna, 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. 22.01.2026, 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- **9033-1308-0429** under SDO Elect. Kesinga.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 10/2021.
- 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 30.01.2026
- 2) Bill details from: 02/2013 to 12/2025
- 3) Date of supply: 23.01.2013
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW605435
- 7) Installed on: 12.01.2021 with IMR "0"
- 8) CMR: 2958 KWH on dt- 30.01.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Excess billing in the month of 02/2013. Average billing from 09/2016 to 12/2020. 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 Excess billing in the month of 02/2013. Average billing from 09/2016 to 12/2020.
- From 08/2016 to 12/2020 provisional / average bills have been served.
- Some bill was served abnormally from 08/2016 to 12/2020 due to suppress meter reading.

ORDER
23.02.2026

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 01/2019 to 12/2020 are to be revised by taking average of 07/2023 to 12/2023 consecutive billing of new meter.
- To recast the bill from 02/2013 to 07/2016 with IMR "0" Kwh and FMR "1310" Kwh.
- 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**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Laxmi Majhi, At-Kandakhal, Po-Palna, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."