



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 997

Dated, the 29.03.2025

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

1	Case No.	Complaint Case No. BPT-151/2025																			
2	Complainant/s	Name & Address Sri Bhagaban Jani, At-Tepsa, Po-Palna, Ps-Borda, Dist.-Kalahandi.	Consumer No 9033-1308-0810	Contact No. 77490-87933																	
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																		
4	Date of Application																				
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="10"><input checked="" type="checkbox"/></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 &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) -</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	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	<input checked="" type="checkbox"/>																			
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 border="1"><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	12.03.2025																			
9	Date of Order	29.03.2025																			
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																			

CO-OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Borda  
Appeared:

1. **For the Complainant** – Sri Bhagaban Jani, At-Tepsa, Po-Palna, Ps-Borda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

**Complaint Case No. BPT-151/2026**

Sri Bhagaban Jani,  
At-Tepsa, Po-Palna,  
Ps-Borda,  
Dist.-Kalahandi.

**Con. No. 9033-1308-0810**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
EE, Elect. Sub-Division Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bhagaban Jani, At- Tepsa, Po- Palna, 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. 12.03.2025, 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- **9033-1308-0810** under SDO Elect. Kesinga
- 2) As complained by the complainant that the average bill was served from 06/2018 to 05/2020.
- 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: 21/03/2025
- 2) Bill details from: 06/2018 to 08/2021
- 3) Date of supply: 04/06/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – TWB604618
- 7) Installed on: 29/12/2023 with IMR "0"
- 8) CMR: 576 KWH on 21/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Average (without meter) from 06/2018 to 06/2020.
  - Provisional bill not been adjusted from 08/2020 to 09/2023.

#### **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 stated that Average (without meter) from 06/2018 to 06/2020.
- Provisional bill not been adjusted from 08/2020 to 09/2023.
- As per billing database average bill was served from 06/2018 to 05/2020.

#### **ORDER**

**29.03.2025**

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 revise the bill from 06/2018 to 05/2020 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 12/2023 and FMR "208" Kwh on 05/2024).

The case is disposed of accordingly.

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

#### **Compliance Month-April-25**

**B. NAIK**  
Co-Opted Member

**Co-Opted Member**

Copy To: **GRF, Bhawanipatna**

**K.K. PATNAIK**  
MEMBER (Fin.)

**MEMBER FIN**  
**GRF, Bhawanipatna**

**R.K. NAIK**  
PRESIDENT

**PRESIDENT**  
**GRF, Bhawanipatna**

1. Sri Bhagaban Jani, At- Tepsa, Po- Palna, Ps- Borda, 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."**