



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 1MS75

Dated, the 29.11.2020

Er. Achyutananda Meher	-	President
Sri Kamala Kanta Pattnaik	-	Member (Finance)
Sri Bhairaba Naik	-	Co-Opted Member

1	Case No.	Complaint Case No. BPT-559/2025				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Smt Harabati Majhi, At/Po-Tepsa Via-Borda, Dist.-Kalahandi.		9033-1308-1000	73280-66986	
3	Respondent/s	Name		Division		
		Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.		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) <u>155</u>				
		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	13.11.2025				
9	Date of Order	29.11.2025				
10	Order in favour of	Complainant	✓	Respondent		Others
11	Details of Compensation awarded, if any.	Nil				



Place of Hearing: Kisinga

Appeared:

1. For the Complainant – Smt Harabati Majhi, At/Po-Tepsa Via-Borda, Dist.-Kalahandi.
2. For the Respondent – Sri Kumud Kumar Behera, SDO Elect. Kisinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Smt Harabati Majhi, At/Po-Tepsa Via-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 Kisinga on dt. 13.11.2025, 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- 9033-1308-1000 under SDO Elect. Kisinga.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 07/2024.
- 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: 25.11.2025
- 2) Bill details from: 11/2018 to 10/2025
- 3) Date of supply: 20.09.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW227292
- 7) Installed on: 15.07.2020 with IMR "0"
- 8) CMR: 2090 KWH on 25.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kisinga as follows:
 - Average billing (without meter) from 11/2018 to 06/2020. 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 Average billing (without meter) from 11/2018 to 06/2020.
- From 11/2018 to 06/2020 provisional / average bills have been served.
- Some bill was served abnormally from 08/2020 to 10/2025 due to suppress meter reading.

ORDER

29.11.2025

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 11/2018 to 06/2020 are to be revised by taking average of 08/2024 to 01/2025 consecutive billing of new meter.
- To recast the bill from 08/2020 to 10/2025 with IMR "0" KwH and FMR "2087" 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- **31.12.2025**.

Red 29/11/25
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

Vishwanath 29/11/2025
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Smt Harabati Majhi, At/Po-Tepsa Via-Borda, Dist.-Kalahandi.
2. SDO Elect. Kisinga, 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."