



# 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/ 1456<sup>CS</sup>

Dated, the 29.11.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-558/2025																										
2	Complainant/s	Name & Address Sri Upendra Majhi, At/Po-Tepsa Via-Borda, Dist.-Kalahandi.	Consumer No 9033-1308-1040	Contact No. 89849-77173																								
3	Respondent/s	Name Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
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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</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> </tr> <tr> <td>6. Others</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	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																		
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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: Kesinga**

**Appeared:**

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

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Upendra 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 Kesinga 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- **9033-1308-1040** under SDO Elect. Kesinga.
- 2) As complained by the complainant that excess bill was served in the month of 12/2021.
- 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: 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 – LW227395
- 7) Installed on: 15.07.2020 with IMR "0"
- 8) CMR: 2248 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. Kesinga 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 09/2018 to 10/2020 provisional / average bills have been served.
- Some bill was served abnormally from 07/2020 to 09/2025 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 09/2018 to 02/2023 consecutive billing of new meter.
- To recast the bill from 07/2020 to 09/2025 with IMR "0" Kwh and FMR "2201" 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**.

  
**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. Sri Upendra Majhi, At/Po-Tepsa Via-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."**