



## 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/ 1785<sup>00</sup>

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-77/2026		
2	Complainant/s	Name & Address Sri Chitra Bachha, Repr. By Bidesi Juad, At-Pendramal, Po-Palna, Via-Borda, Dist.-Kalahandi.	Consumer No 9033-1308-2197	Contact No. 76818-15529
3	Respondent/s	Name Sri Chaitanya Senapati (Officer RCM Borda), Repr. For 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) <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	22.01.2026		
9	Date of Order	23.02.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		



**Place of Hearing: Borda**

**Appeared:**

1. **For the Complainant** – Sri Chitra Bachha, Repr. By Bidesi Juad, At-Pendramal, Po-Palna, Via-Borda, 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 Sri Chitra Bachha, Repr. By Bidesi Juad, At-Pendramal, Po-Palna, 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 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- ~~9033-1308-2197~~ under SDO Elect. Kesinga.
- 2) As complained by the complainant that abnormal excess bills were served in the month of 03/2024 and 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 30.01.2026
- 2) Bill details from: 11/2019 to 12/2025
- 3) Date of supply: 17.05.2019
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51215804
- 7) Installed on: 25.11.2024 with IMR "0"
- 8) CMR: 100 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 bill served for some months from 09/2021 to 10/2024. Average (without meter) billing from 11/2019 to 07/2021. 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 bill served for some months from 09/2021 to 10/2024. Average (without meter) billing from 11/2019 to 07/2021.
- From 11/2019 to 07/2021 provisional / average bills have been served.
- Some bill was served abnormally from 09/2021 to 10/2024 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 11/2019 to 07/2021 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2021 to 10/2024 with IMR "0" Kwh and FMR "2169" 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. Sri Chitra Bachha, Repr. By Bidesi Juad, At-Pendramal, Po-Palna, Via-Borda, Dist.-Kalahandi.
2. SDO Elect. Kesinga, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.