



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1107<sup>th</sup> Dated, the 02.07.2025

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

1	Case No.	Complaint Case No. BPT-246/2025																			
2	Complainant/s	Name & Address Sri Makar Bhoi, Repr. By Sri Gobinda Bhoi, At-Kodobhata, Po-Mahalinga, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1309-0506	Contact No. 80181-56979																	
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. SDO 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) -	
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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 <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>										
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8	Date(s) of Hearing	25.06.2025																			
9	Date of Order	02.07.2025																			
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 Makar Bhoi, Repr. By Sri Gobinda Bhoi, At-Kodobhata, Po-Mahalinga, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. SDO Kesinga, TPWODL.

**Complaint Case No. BPT-246/2025**

Sri Makar Bhoi,  
Repr. By Sri Gobinda Bhoi,  
At-Kodobhata, Po-Mahalinga,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No.9033-1309-0506**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
EE, Elect. SDO Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Makar Bhoi Repr. by Sri Gobinda Bhoi, At- Kodobhata, Po-Mahaling, Ps- Kegaon, 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. 25.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 196 Watt having consumer no- **9033-1309-0506** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant that abnormal bill was served from 09/2014 to 09/2023.
- 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 (EE, Elect. Sub Division Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR:30/06/2025
- 2) Bill details from: 07/2015 to 05/2025
- 3) Date of supply: 15/09/2014
- 4) Category: LT/Domestic
- 5) Connected Load 196 Watt



- 6) Meter No – TW02090179
- 7) Installed on: 11/10/2023 with IMR "0"
- 8) CMR: 621 KWH on 30/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub Division Kesinga as follows:
  - Excess billing in the month of 04/2023.
  - Average bill and provisional bill not being adjusted from 05/2023 to 08/2023.
  - From date of supply to 09/2016 the bill generated in KTJ tariff for which Rs. 80/- per month has been charged as fixed cost in that period.

### **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 Excess billing in the month of 04/2023.
- Average bill and provisional bill not being adjusted from 05/2023 to 08/2023.
- As per billing database some bill was served in high consumption meter reading during the period from 10/2016 to 04/2023, which seems to suppress meter reading. And average bill was served from 05/2023 to 09/2023 due to defective meter.

### **ORDER**

**02.07.2025**

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 recast the bill from 10/2016 to 04/2023 with IMR "173" Kwh on 10/2016 and FMR "4943" Kwh on 04/2023.
- To revise the bill from 05/2023 to 09/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 10/2023 and FMR "129" Kwh on 03/2024).

The case is disposed of accordingly.

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


### **Compliance Month-July-25**

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhawanipatna**

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

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

  
**A.K. PATRA**  
PRESIDENT  
**PRESIDENT**  
**GRF, Bhawanipatna**



Copy to: -

1. Sri Makar Bhoi Repr. by Sri Gobinda Bhoi, At- Kodobhata, Po- Mahaling, Ps- Kegaon, Dist- Kalahandi.
2. EE, Elect. Sub Division 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."**

GRF BHAWANIPATNA