



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 1999<sup>(S)</sup>

Dated, the 20.04.2026

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

|                                                                                              |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
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| 1                                                                                            | Case No.                                             | Complaint Case No. BPT-299/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 2                                                                                            | Complainant/s                                        | Name & Address<br>Sri Surendra Parabhoi, At-Bordi, Po-Kuhura,<br>Via-Borda, Dist.-Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Consumer No<br>9033-1309-0598                             | Contact No. |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 3                                                                                            | Respondent/s                                         | Name<br>Sri Kumud Kumar Behera,<br>SDO Elect. Kesinga, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Division<br>Kalahandi East Electrical<br>Division, TPWODL |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 4                                                                                            | Date of Application                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 5                                                                                            | In the matter of-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table> |                                                           |             | 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) – |  |  |
| 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                      | <table><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                                   | 19.03.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 9                                                                                            | Date of Order                                        | 20.04.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |             |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 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 Surendra Parabhoi, At-Bordi, Po-Kuhura, 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 Surendra Parabhoi, At-Bordi, Po-Kuhura, 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. 19.03.2026, 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- **9033-1309-0598** under SDO Elect. Kesinga.
- 2) As complained by the complainant that bills to be revised.
- 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: 31.03.2026
- 2) Bill details from: 05/2017 to 02/2026
- 3) Date of supply: 15.04.2017
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51214738
- 7) Installed on: 19.11.2024 with IMR "0"
- 8) CMR: 772 KWH on 31.03.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Some bill was served abnormally from 05/2017 to 10/2024 due to suppressed reading. 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 Some bill was served abnormally from 05/2017 to 10/2024 due to suppressed reading.
- Some bill was served abnormally from 05/2017 to 10/2024 due to suppressed meter reading.

### **ORDER**

**20.04.2026**

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:

- To recast the bill from 05/2017 to 10/2024 with IMR "0" Kwh and FMR "5727" 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.05.2026**.

**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 Surendra Parabhoi, At-Bordi, Po-Kuhura, 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."**