



# 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/ 1081(s) Dated, the 12.06.2025

**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-220/2025																										
2	Complainant/s	Name & Address Kapileswar Mandir, Repr. By Sri Bisma Chandra Sahu, At/Po-Tahsir, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1406-0656	Contact No. 93480-17679																								
3	Respondent/s	Name Smt D.H Margarette (Jr. Acct), Repr. For Sri Devi Prasad Dixit, EE, Elect. Sub Division 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>✓</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) -		
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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 <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	30.05.2025																										
9	Date of Order	12.06.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Kapileswar Mandir, Repr. By Sri Bisma Chandra Sahu, At/Po-Tahsir, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Smt D.H Margarettee (Jr. Acct), Repr. For Sri Devi Prasad Dixit, EE, Elect. Sub Division Kesinga, TPWODL.

**Complaint Case No. BPT-220/2025**

Kapileswar Mandir,  
Repr. By Sri Bisma Chandra Sahu,  
At/Po-Tahsir,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No.9033-1406-0656**

**COMPLAINANT**

Smt D.H Margarettee (Jr. Acct),  
Repr. For Sri Devi Prasad Dixit,  
EE, Elect. Sub Division Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Kapileswar Mandir Repr. by Sri Bisma Chandra Sahu, At/Po-Tahsir, Ps- Kesinga, 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. 30.05.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/SPP supply with CD of 1 KW having consumer no- **9033-1401-0656** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant that the bill was served during disconnection period.
- 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: 09/06/2025
- 2) Bill details from: 04/2008 to 01/2023



- 3) Date of supply: 11/03/2008
- 4) Category: LT/SPP
- 5) Connected Load 1 KW
- 6) Meter No – WLT264616
- 7) Installed on: 31/12/2021 with IMR "0"
- 8) CMR: 919 KWH on 09/06/2025
- 9) The meter status: R-REGULAR
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub Division Kesinga as follows:
  - As per PVR provided by JE and AOC, Nunmath on dated. 09.06.2025, the supply line was disconnected in field from June-2016 to Nov-2021.
  - Again, in FG disconnection entry has done on dated 31.03.2023, whereas the supply line was not disconnected in field. Reconnection entry has done in FG on dated 06.06.2025 and the bill of 28 months is generated on dated 09.06.2025.

### **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 as per PVR provided by JE and AOC, Nunmath on dated. 09.06.2025, the supply line was disconnected in field from June-2016 to Nov-2021.
- Again, in FG disconnection entry has done on dated 31.03.2023, whereas the supply line was not disconnected in field. Reconnection entry has done in FG on dated 06.06.2025 and the bill of 28 months is generated on dated 09.06.2025.
- As per billing database the provisional bill was served from 06/2016 to 05/2022, as the complainant was paid Rs.12,500/- on dtd.31.03.2019, it construes that the power supply was reconnected in 03/2019.
- The complainant is directed to pay the balance outstanding arrear as per regulation 144 of conditions of supply code 2019 of OERC.

### **ORDER**

**12.06.2025**

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 withdraw the bill from 06/2016 to 03/2019 (except fixed charges), as the power supply was disconnected during the period.



- To revise the bill from 04/2019 to 11/2021 by taking average consumption of the meter installed on 31.12.2021 (i.e., IMR "0" Kwh on 12/2021 and FMR "148" Kwh on 07/2022)
- The complainant is directed to pay the balance outstanding arrear as per regulation 144 of conditions of supply code 2019 of OERC.

The case is disposed of accordingly.

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

**Compliance Month-June-25**

*12/6/25*  
**B. NAIK**  
Co-Opted Member

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

*[Signature]*  
**K.K. PATTNAIK**  
MEMBER (Fin.)

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

*12-6-25*  
**A.K. PATRA**  
PRESIDENT

**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

1. Kapileswar Mandir Repr. by Sri Bisma Chandra Sahu, At/Po- Tahsir, Ps- Kesinga, 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."**