



## 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/ 1694<sup>(S)</sup>

Dated, the 09.02.2026

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

1	Case No.	Complaint Case No. BPT-52/2026		
2	Complainant/s	Name & Address Smt Padmalata Padhi, Repr. By Prabhu Charan Padhi, At/Po-Kashrupada, Via-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1401-1559	Contact No. 93375-09256
3	Respondent/s	Name 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	<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) -		
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	20.01.2026		
9	Date of Order	09.02.2026		
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		



**Place of Hearing: Kesinga**

**Appeared:**

1. **For the Complainant** – Smt Padmalata Padhi, Repr. By Prabhu Charan Padhi, At/Po-Kashrupada, Via-Kesinga, 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 Smt Padmalata Padhi, Repr. By Prabhu Charan Padhi, At/Po-Kashrupada, Via-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. 20.01.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 6 KW having consumer no- **9033-1401-1559** under SDO Elect. Kesinga.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 07/2018.
- 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:21.01.2026
- 2) Bill details from: 05/2016 to 01/2026
- 3) Date of supply: 25.05.2016
- 4) Category: LT/Domestic
- 5) Connected Load: 6 KW
- 6) Meter No – TWST15027052
- 7) Installed on: 14.08.2025 with IMR "0"
- 8) CMR: 1172 KWH on 21.01.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - As per PVR submitted by JE Nunmath on dated 21.01.2026, consumer was opted solar connection on dated 14.08.2025 and solar meter was installed on same date with meter



no-TWSP51262125. As per PVR submitted by officer MMG on dated 21.01.2026, due to faulty in installation of solar meter, the power generation has not been recorded from 14.08.2025 to 30.08.2025, but the average solar power generation is about 300 units per month. In the month of 08/2025, the units billed 225 units instead of 47 units. 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 as per PVR submitted by JE Nunmath on dated 21.01.2026, consumer was opted solar connection on dated 14.08.2025 and solar meter was installed on same date with meter no-TWSP51262125. As per PVR submitted by officer MMG on dated 21.01.2026, due to faulty in installation of solar meter, the power generation has not been recorded from 14.08.2025 to 30.08.2025, but the average solar power generation is about 300 units per month. In the month of 08/2025, the units billed 225 units instead of 47 units.
- Abnormal bill was served during the month 08/2025 due to solar meter cointegration.

### ORDER

09.02.2026

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:

- To revise the bill for the <sup>month of</sup> 08/2025 on 47 units instead of 225 units.
- 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- 31.03.2026**.

  
**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. Smt Padmalata Padhi, Repr. By Prabhu Charan Padhi, At/Po-Kashrupada, Via-Kesinga, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA