



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/ 1120⁽⁴⁾ Dated, the 30.07.2025

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

1	Case No.	Complaint Case No. BPT-260/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Narayan Sahu, At-Masanibandh, Po-Kandel Road, Ps-Kesinga, Dist.-Kalahandi.	9033-1403-3118	99381-47258
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 ✓
		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 <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	19.07.2025		
9	Date of Order	30.07.2025		
10	Order in favour of	Complainant ✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Sri Narayan Sahu, At-Masanibandh, Po-Kandel Road, Ps-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 Sri Narayan Sahu, At-Masanibandh, Po-Kandel Road, 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. 19.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2.5 KW having consumer no- **9033-1403-3118** under SDO Elect. Kesinga.
- 2) As complained by the complainant that the provisional/ Average billing from 05/2024 to 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: 22/07/2025
- 2) Bill details from: 05/2024 to 06/2025
- 3) Date of supply: 06/2024
- 4) Category: LT/Domestic
- 5) Connected Load: 2.5 KW
- 6) Meter No – TWST1804545
- 7) Installed on: 21.08.2024 with IMR "0"
- 8) CMR: 2648 KWH on 22/07/2025
- 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 section officer Nunmath on dated 22/07/2025 the consumer was availing power supply from 06/2024, before that he was not availing power supply. 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.
- From 05/2024 to 07/2024 Provisional/ Average bills have been served with 4577, 89, 46 respectively units per month as the meter is defective.
- Meter No. TWST1804545 had been installed on dt.21.08.2024 and the CMR is "2648" Kwh as on dt. 22.07.2025.
- Bill served during 05/2024 is on pro-rata basis and needs withdrawn.

ORDER

30.07.2025

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:

- The bills raised up to 05/2024 to be withdrawn.

The case is disposed of accordingly.

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

Compliance Month-August-25


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 Narayan Sahu, At-Masanibandh, Po-Kandel Road, Ps-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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."