



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/ 1942⁽⁵⁾

Dated, the 16.04.2026

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

1	Case No.	Complaint Case No. BPT-223/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Bhagirathi Choudhiry, Repr. By Kumarmani Choudhiry, At-Sahajpali, Po- Belkhandi, Via-Kesinga, Dist.-Kalahandi.	9033-1404-2210	78940-73540
3	Respondent/s	Name	Division	
		Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.	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		
		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	11.03.2026		
9	Date of Order	16.04.2026		
10	Order in favour of	Complainant	✓	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: Nunmath

Appeared:

1. **For the Complainant** – Sri Bhagirathi Choudhry, Repr. By Kumarmani Choudhry, At-Sahajpali, Po-Belkhandi, Via-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhagirathi Choudhry, Repr. By Kumarmani Choudhry, At-Sahajpali, Po-Belkhandi, 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 Nunmath on dt. 11.03.2026, 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- **9033-1404-2210** under SDO Elect. Kesinga.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 04/2024.
- 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: 25.03.2026
- 2) Bill details from: 04/2024 to 01/2026
- 3) Date of supply: 26.06.2021
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – 300048286
- 7) Installed on: 26.06.2021 with IMR "0"
- 8) CMR: 9415 KWH on 25.03.2026
- 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 bills were served abnormally from 04/2024 to 01/2026. Bill already revised from 04/2024 to 09/2024. 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 bills were served abnormally from 04/2024 to 01/2026. Bill already revised from 04/2024 to 09/2024.
- Some bill was served abnormally from 06/2021 to 01/2026 due to suppress meter reading.

ORDER

16.04.2026

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 06/2021 to 01/2026 with IMR "0" Kwh and FMR "9244" 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 Bhagirathi Choudhiry, Repr. By Kumarmani Choudhiry, At-Sahajpali, Po-Belkhandi, Via-Kesinga, Dist.-Kalahandi.
2. SDO Elect. Kesinga, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.