



**GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA**  
PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

**BENCH:**

**ER. RANJAN KUMAR NAIK (PRESIDENT),**  
**SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))**

Memo No. GRF/BPT/Order/ 172<sup>(5)</sup>

Dated, the 30.03.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-26/2024		
2	Complainant/s	Name & Address Sri Kasi Tandi, Repr. By Sri Gopabandhu Tandi, At-Digsira, Po-Sirajapali, Ps-Kesinga, Dist-Kalahandi.	Consumer No 9033-1406-0118	Contact No. 94395-21597
3	Respondent/s	Name Sri Devi Prasad Dixit, 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) 155 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	12.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

**CO- OPTED MEMBER**

Co-Opted Member  
GRF, Bhawanipatna

**MEMBER (Fin.)**

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

**PRESIDENT**

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kesinga

**Appeared:**

1. **For the Complainant** – Sri Kasi Tandi, Repr. By Sri Gopabandhu Tandi, At-Digsira, Po-Sirajapali, Ps-Kesinga, Dist-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-26/2024**

Sri Kasi Tandi,  
Repr. By Sri Gopabandhu Tandi,  
At-Digsira,  
Po-Sirajapali, Ps-Kesinga,  
Dist-Kalahandi.  
Con. No.9033-1406-0118

**COMPLAINT**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Kasi Tandi, Repr. By Gopabandhu Tandi AT- Digsira, P.O- Sirajapali 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.12.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.5 KW having consumer no. **9033-1406-0118** under SDO Elect. Kesinga.
- 2) 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
- 2) Bill abstract: February 2001 to December 2023
- 3) Date of supply: 01.01.1990
- 4) Category: LT/ Domestic



- 5) Connected Load 0.5 KW
- 6) Meter No: WUV-17493
- 7) Installed on:
- 8) CMR: 9594 Kwh on dtd.02.02.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Kesinga as follows:
  - The average bill was served from 05/2015 to 08/2016.
  - As meter photo uploaded in billing database on dtd. 17.09.2023 the meter reading was "9252" KwH. Accordingly, the bill revision from 04/2018 to 08/2023 has been considered for slab benefit towards suppress reading and amount of Rs.12416.68 has been debited.

#### 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 the average bill was served from 05/2015 to 08/2016.
- As meter photo uploaded in billing database on dtd. 17.09.2023 the meter reading was "9252" KwH. Accordingly, the bill revision from 04/2018 to 08/2023 has been considered for slab benefit towards suppress reading and amount of Rs.12416.68 has been debited.

**ORDER**  
**30.03.2024**

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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

*Recd*  
*27/3/24*  
**B. NAIK**  
Co-Opted Member

**CO-OPTED MEMBER**  
GRF, Bhawanipatna

*SN*  
**K.K. PATNAIK**  
MEMBER (Fin.)

**MEMBER**  
Grievance Redressal Forum  
**TPWODL, Bhawanipatna**

*27/3/24*  
**R.K. NAIK**  
PRESIDENT

**PRESIDENT**  
GRF, Bhawanipatna

Copy to: -

3. Sri Kasi Tandi, Repr. By Gopabandhu Tandi AT- Digsira, P.O- Sirajapali Dist- Kalahandi
4. SDO Elect. Kesinga, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."**