

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/ 1273^(S)

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-403/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sheshadev Barik, At-Digsira, Po-Sirjapali, Ps-Kesinga, Dist.-Kalahandi.	9033-1406-0166	99370-50420	
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	16.09.2025	✓		
9	Date of Order	18.10.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			



Place of Hearing: Kisinga

Appeared:

1. **For the Complainant** – Sri Sheshadev Barik, At-Digsira, Po-Sirjapali, Ps-Kisinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kumud Kumar Behera, SDO Elect. Kisinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Sheshadev Barik, At-Digsira, Po-Sirjapali, Ps-Kisinga, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kisinga on dt. 16.09.2025, 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- 9033-1406-0166 under SDO Elect. Kisinga.
- 2) As complained by the complainant that excess bill in the month of 08/2022.
- 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. Kisinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 25/09/2025
- 2) Bill details from: 04/2013 to 08/2025
- 3) Date of supply: 23.04.2013
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – OEB71222
- 7) Installed on: 23.04.2013 with IMR “0”
- 8) CMR: 17401 KWH on 25/09/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kisinga as follows:
 - Provisional bill not been adjusted in the month of 02/2015. Abnormal billing raised for some month and already revised in FG from 04/2018 to 07/2025 for update the meter reading. 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 Provisional bill not been adjusted in the month of 02/2015. Abnormal billing raised for some month and already revised in FG from 04/2018 to 07/2025 for update the meter reading.
- Some bill was served abnormally from 04/2013 to 08/2025 due to suppress meter reading.
- Meter no- OEB71222 had been installed on dt-23.04.2013.

ORDER

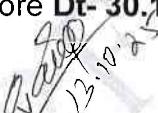
18.10.2025

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 recast the bill from 04/2013 to 08/2025 with IMR "0" KwH and FMR "17377" KwH.
- To withdraw the earlier bill revision was effect on dt-21.07.2025.
- 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.11.2025**.


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 Sheshadev Barik, At-Digsira, Po-Sirjapali, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."