



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1065^(S)

Dated, the 30.04.2025

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

1	Case No.	Complaint Case No. BPT-206/2025																										
2	Complainant/s	Name & Address Sri Adi Sahu, Repr. By Sri Bharat Sahu, At/Po- Sirjapali, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1406-0196	Contact No. 97787-65665																								
3	Respondent/s	Name Sri Devi Prasad Dixit, EE Elect. SD, Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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8	Date(s) of Hearing	28.04.2025																										
9	Date of Order	30.04.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation Nil awarded, if any.																											

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga
Appeared:

1. **For the Complainant** – Sri Adi Sahu, Repr. By Sri Bharat Sahu, At/Po-Sirjapali, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE Elect. SD, Kesinga, TPWODL,
Complaint Case No. BPT-206/2025

Sri Adi Sahu,
Repr. By Sri Bharat Sahu,
At/Po-Sirjapali,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No.9033-1406-0196

COMPLAINANT

Sri Devi Prasad Dixit,
EE Elect. SD, Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Adi Sahu, Repr. By Sri Bharat Sahu, At/Po-Sirjapali, 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. 28.04.2025, 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- **9033-1406-0196** under EE Elect. SD, Kesinga.
- 2) As complained by the complainant that high unit's bill consumption was billed in the month of 08/2020 and 06/2021.
- 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 (EE Elect. SDO, Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29/04/2025
- 2) Bill details from: 02/2001 to 03/2025
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 0.5 KW



- 6) Meter No – TWST1803809
- 7) Installed on: 26/08/2024 with IMR "0"
- 8) CMR: 734 KWH on 29/04/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE Elect. SD, Kesinga as follows:
 - Excess units billed for in the months of 08/2019, 08/2020, 02/20221 and 06/2021 as compared to consumer's regular consumption.
 - Average bill from 08/2023 to 07/2024 has already been revised.

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 excess units billed for in the months of 08/2019, 08/2020, 02/20221 and 06/2021 as compared to consumer's regular consumption.
- Average bill from 08/2023 to 07/2024 has already been revised.
- As per billing database some abnormal bill was served during the period from 10/2015 to 07/2023, which seems suppress meter reading.

ORDER

30.04.2025

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 10/2015 to 07/2023 by with IMR "0" Kwh on 10/2015 and FMR "2930" Kwh on 07/2023.

The case is disposed of accordingly.

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

Compliance Month-May-25

30/4/25
B. NAIK
Co-Opted Member

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

30-4-25
A.K. PATRA
PRESIDENT

Co-Opted Member

MEMBER FIN

PRESIDENT

GRF, Bhawanipatna

GRF, Bhawanipatna

GRF, Bhawanipatna

- Copy to:
1. Sri Adi Sahu, Repr. By Sri Bharat Sahu, At/Po-Sirjapali, Ps-Kesinga, Dist- Kalahandi.
 2. EE Elect. SD, Kesinga. TPWODL.
 3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
 4. Chief Legal, Head Quarter Office, TPWODL, Burla.