



## 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/ 1918<sup>(5)</sup>

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-217/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 2                                                                                      | Complainant/s                                           | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Consumer No                                   | Contact No. |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
|                                                                                        |                                                         | Sukanti Sahu, Repr. By Dasaratha Sahu,<br>At/Po-Pipalpadar, Via-Kesinga, Dist.-<br>Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 9033-1406-0447                                | 81146-55521 |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 3                                                                                      | Respondent/s                                            | Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Division                                      |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
|                                                                                        |                                                         | Sri Kumud Kumar Behera,<br>SDO Elect. Kesinga, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Kalahandi East Electrical<br>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<br/>of Consumers</td><td>4. Contract Demand / Connected<br/>Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection<br/>of Supply</td><td>6. Installation of Equipment &amp;<br/>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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection<br/>&amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer<br/>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<br>of Consumers | 4. Contract Demand / Connected<br>Load                                                 |           | 5. Disconnection / Reconnection<br>of Supply | 6. Installation of Equipment &<br>apparatus of Consumer |  | 7. Interruptions | 8. Metering |  | 9. New Connection | 10. Quality of Supply & GSOP |  | 11. Security Deposit / Interest | 12. Shifting of Service Connection<br>& equipment's |  | 13. Transfer of Consumer<br>Ownership | 14. Voltage Fluctuations |  | 15. Others (Specify) – |  |  |
| 1. Agreement/Termination                                                               | 2. Billing Disputes                                     | ✓                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 3. Classification/Reclassification<br>of Consumers                                     | 4. Contract Demand / Connected<br>Load                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 5. Disconnection / Reconnection<br>of Supply                                           | 6. Installation of Equipment &<br>apparatus of Consumer |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 7. Interruptions                                                                       | 8. Metering                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 9. New Connection                                                                      | 10. Quality of Supply & GSOP                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 11. Security Deposit / Interest                                                        | 12. Shifting of Service Connection<br>& equipment's     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 13. Transfer of Consumer<br>Ownership                                                  | 14. Voltage Fluctuations                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 15. Others (Specify) –                                                                 |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 6                                                                                      | Section(s) of Electricity Act, 2003 involved            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 7                                                                                      | OERC<br>Regulation(s) with<br>Clauses                   | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019;<br/>Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br/>Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004;<br/>Clause</td></tr><tr><td>6. Others</td></tr></table>                                                                                                                                                                                                                                                                                                                 |                                               |             |        | 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) 155 | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause | 6. Others |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) 155                |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>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<br>awarded, if any.             | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               |             |        |                                                                         |                                                                                       |                                                       |                                                    |                                                                                        |           |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |



**Place of Hearing: Nunmath**

**Appeared:**

1. **For the Complainant** – Sukanti Sahu, Repr. By Dasaratha Sahu, At/Po-Pipalpadar, Via-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 Sukanti Sahu, Repr. By Dasaratha Sahu, At/Po-Pipalpadar, 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- **9033-1406-0447** under SDO Elect. Kesinga.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 10/2023.
- 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: 21.03.2026
- 2) Bill details from: 12/2001 to 02/2026
- 3) Date of supply: 23.11.2001
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51341663
- 7) Installed on: 02.12.2025 with IMR "0"
- 8) CMR: 499 KWH on 21.03.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Excess billing served in the month of 10/2023. Bill has already been revised from 09/2015 to 10/2023. 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 Excess billing served in the month of 10/2023. Bill has already been revised from 09/2015 to 10/2023.
- Some bill was served abnormally from 09/2015 to 10/2025 due to suppressed 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 09/2015 to 10/2025 with IMR "0" Kwh and FMR "17870" Kwh.
- To withdraw the earlier bill revision was effect on dt-05.03.2024.
- 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  
GRF, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhawanipatna

  
**A.N. MEHER**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sukanti Sahu, Repr. By Dasaratha Sahu, At/Po-Pipalpadar, Via-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."