



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 76600 1, 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/ 1890<sup>(S)</sup>

Dated, the 31.03.2026

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

1	Case No.	Complaint Case No. BPT-122/2026		
2	Complainant/s	Name & Address The President Ruthlen P.P, Repr. By Kartik Gahir, At/Po-Kirijhola, Via-Khariar, Dist.-Nuapada.	Consumer No 9060-0101-1255	Contact No. 98611-42903
3	Respondent/s	Name Sri Akshya Kumar Samal (JFM Nuapada), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.	Division Nuapada 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	13.02.2026		
9	Date of Order	31.03.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

**Place of Hearing: Khariar**

**Appeared:**

1. **For the Complainant** – The President Ruthlen P.P, Repr. By Kartik Gahir, At/Po-Kirijhola, Via-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal (JFM Nuapada), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer The President Ruthlen P.P, Repr. By Kartik Gahir, At/Po-Kirijhola, Via-Khariar, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar on dt. 13.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 7.5 KW having consumer no- 9060-0101-1255 under EE, NED, Nuapada.
- 2) As complained by the complainant that bills to be revised.
- 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, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Test Report: 26.03.2026
- 2) Bill details from: 02/2008 to 02/2026
- 3) Date of supply: 03.12.2007
- 4) Category: LT/Irrigation
- 5) Connected Load: 7.5 KW
- 6) Meter No – 10056953
- 7) Installed on: 07.02.2024 with IMR "0"
- 8) CMR: 17825 KwH on Dt. 26.03.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED, Nuapada as follows:
  - The consumer has requested to revise the defective period of bill at high unit billed @ 11390 unit from 03/2009 to 02/2011 as per 12 months of actual billing in new meter for

slab benefit to the consumer. 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 the consumer has requested to revise the defective period of bill at high unit billed @ 11390 unit from 03/2009 to 02/2011 as per 12 months of actual billing in new meter for slab benefit to the consumer.
- From 02/2008 to 04/2011 provisional / average bills have been served.

### **ORDER**

**31.03.2026**


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:

- The bills served from 03/2009 to 02/2011 (2 years) are to be revised by taking average of 07/2023 to 07/2024 consecutive billing of new meter.
- 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- 30.04.2026**.

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

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

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

Copy to: -

1. The President Ruthlen P.P, Repr. By Kartik Gahir, At/Po-Kirijhola, Via-Kharia, Dist.-Nuapada.
2. EE, NED, Nuapada, 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.”**