

GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1282

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-416/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Madhusudan Bhoi, Repr. By Sri Mukesh Kumar Bhoi, At-Kumutimunda, Po-Jhagrahi, Via-Komna, Dist.-Nuapada.		9060-0101-1542	99382-93514	
3	Respondent/s	Name		Division		
		Sri Akshaya Kumar Samal, Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.		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) <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			19.09.2025		
9	Date of Order	13.10.2025				
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: Nuapada
Appeared:

1. **For the Complainant** – Sri Madhusudan Bhoi, Repr. By Sri Mukesh Kumar Bhoi, At-Kumutimunda, Po-Jhagrahi, Via-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal, Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Madhusudan Bhoi, Repr. By Sri Mukesh Kumar Bhoi, At-Kumutimunda, Po-Jhagrahi, Via-Komna, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 19.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- 9060-0101-1542 under EE, NED, Nuapada.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 05/2023.
- 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 (EE, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Test Report: 23.09.2025
- 2) Bill details from: 07/2013 to 08/2025
- 3) Date of supply: 10.06.2012
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TPWSP51094349
- 7) Installed on: 13.04.2024 with IMR "0"
- 8) CMR: 5736 KwH on Dt.23.09.2025
- 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 was billed on provisional billing from July-2013 to April-2023 and in the month of May-2023 the actual bill generated by taking 74812 KwH. As per PVR of



MMG, Nuapada the meter is running vide meter no- TPWSP51094349 and the meter was installed at the consumers premises on dt-13.04.2024. consumer has requested to re-evaluated the dues as per his actual usage as meter is installed on April-2024 & since the bill is okay with actual 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 the consumer was billed on provisional billing from July-2013 to April-2023 and in the month of May-2023 the actual bill generated by taking 74812 kWh. As per PVR of MMG, Nuapada the meter is running vide meter no- TPWSP51094349 and the meter was installed at the consumers premises on dt-13.04.2024. consumer has requested to re-evaluated the dues as per his actual usage as meter is installed on April-2024 & since the bill is okay with actual meter reading.
- Meter no. TPWSP51094349 had been installed on dt-13.04.2024 and the CMR is 5736 kWh on Dt.23.09.2025.
- 74812 units was billed for the month of 05/2023 which seems to be suppress meter reading.

ORDER

13.10.2025

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 06/2012 to 10/2023 with IMR "0" kWh and FMR "76879" kWh.
- To revise the tariff from LT/DOM to LT/IRR from 08/2025.
- 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 case is disposed of accordingly.

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 Madhusudan Bhoi, Repr. By Sri Mukesh Kumar Bhoi, At-Kumutimunda, Po-Jhagrahi, Via-Komna, 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."