

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/ 2040^(S)

Dated, the 11.05.2026

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

1	Case No.	Complaint Case No. BPT-321/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Mahesh Majhi, Repr. By Rohit Sahu, At-Chuhuri, Po-Kodomeri, Ps-Khariar Road, Dist.-Nuapada.	9060-0101-1604	95566-54711
3	Respondent/s	Name Sri Pradipta Kumar Khillar (SDO Khariar Road), 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) <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>		
8	Date(s) of Hearing	25.03.2026		
9	Date of Order	11.05.2026		
10	Order in favour of	Complainant	Respondent	√
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: Khariar Road

Appeared:

1. For the Complainant – Sri Mahesh Majhi, Repr. By Rohit Sahu, At-Chuhuri, Po-Kodomeri Ps-Khariar Road, Dist.-Nuapada.
2. For the Respondent – Sri Pradipta Kumar Khillar (SDO Khariar Road), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Mahesh Majhi, Repr. By Rohit Sahu, At-Chuhuri, Po-Kodomeri, Ps-Khariar Road, Dist.-Nuapada the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar Road on dt.25.03.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.5 KW having consumer no- **9060-0101-1604** 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) PVR: 28.04.2026
- 2) Bill details from: 03/2014 to 03/2026
- 3) Date of supply: 25.01.2014
- 4) Category: LT/Irrigation
- 5) Connected Load: 2.5 KW
- 6) Meter No – TPU34896
- 7) Installed on: 25.09.2023 with IMR "0"
- 8) CMR: 35601 Kwh on Dt. 28.04.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED, Nuapada as follows:



- High slab bill of 01/2024 to be revise, as taking average consumption of 12 months actual reading after new meter installation. 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 High slab bill of 01/2024 to be revise, as taking average consumption of 12 months actual reading after new meter installation.
- There is no scope for bill revision.

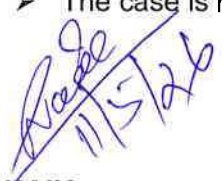
ORDER

11.05.2026

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

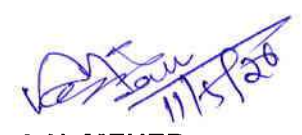
The OP is directed as follows:

- The case is hereby **Dropped**. as there is no scope for bill revision.


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 Mahesh Majhi, Repr. By Rohit Sahu, At-Chuhuri, Po-Kodomeri, Ps-Kharia Road, 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.”