



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/ 10195

Dated, the 21.11.2025

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

1	Case No.	Complaint Case No. BPT-476/2025				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Sri Bipin Meher, At-Gandabahali, Po/Ps-Sinapali, Dist.-Nuapada.		9060-0101-1888	78945-26106	
3	Respondent/s	Name Sri Akshaya Kumar Samal, 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				
		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	14.10.2025			
9	Date of Order	21.11.2025				
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: Khariar

Appeared:

1. **For the Complainant** – Sri Bipin Meher, At-Gandabahali, Po/Ps-Sinapali, 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 Bipin Meher, At-Gandabahali, Po/Ps-Sinapali, 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. 14.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/IRR supply with CD of 3 KW having consumer no- 9060-0101-1888 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: 31.10.2025
- 2) Bill details from: 01/2016 to 09/2025
- 3) Date of supply: 12.08.2015
- 4) Category: LT/Irrigation
- 5) Connected Load: 3 KW
- 6) Meter No – TWSC10065684
- 7) Installed on: 02.01.2025 with IMR "0"
- 8) CMR: 58 KwH on Dt.31.10.2025
- 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 date of power supply was 12.08.2015 and provisional billing generated from date of supply to November-2024 with high abnormal provisional reading. Then Meter installed on dated 02.01.2025 having SI No. TWSC10065684 as per FG data base. As per PVR of MMG, Khariar now the meter is running ok vide meter sl. no.-



TWSC10065684. The consumer has requested to revise the provisional bill as per actual meter reading from the date of 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 the date of power supply was 12.08.2015 and provisional billing generated from date of supply to November-2024 with high abnormal provisional reading. Then Meter installed on dated 02.01.2025 having SI No. TWSC10065684 as per FG data base. As per PVR of MMG, Khariar now the meter is running ok vide meter sl. no.- TWSC10065684. The consumer has requested to revise the provisional bill as per actual meter reading from the date of meter installation.
- From 08/2015 to 11/2024 provisional / average bills have bills served.

ORDER

21.11.2025

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:

- The bills served from 01/2018 to 12/2019 (2 years) are to be revised by taking average of six 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt- 31.01.2026.


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 Bipin Meher, At-Gandabahali, Po/Ps-Sinapali, 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."