



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Khageswar Pandey, At-Jhitki, Po-Bisora, Via-Khariar Road, 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 Sri Khageswar Pandey, At-Jhitki, Po-Bisora, Via-Khariar Road, 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 Road on dt. 19.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 3 KW having consumer no- **9060-0101-1970** 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: 30.03.2026
- 2) Bill details from: 02/2016 to 02/2026
- 3) Date of supply: 04.01.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 3 KW
- 6) Meter No – TPU33785
- 7) Installed on: 25.05.2022 with IMR "0"
- 8) CMR: 32084 kWh on Dt. 30.03.2026
- 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 billing was provisional since date of supply to 04/2022. Then meter changed with sl no. TPU33785 on 05/2022 and actual meter reading generated in the month of 11/2022. Due to system error, actual bill generated with reversal of all provisional billing



from 01/2016 to 04/2022 in the month of 08/2023 instead from the date of meter change i.e, from 05/2022. And further a re-assessment has been done regarding this with debited amount to Rs. 51,386. So, the consumer requested to revise the bill. 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 billing was provisional since date of supply to 04/2022. Then meter changed with sl no. TPU33785 on 05/2022 and actual meter reading generated in the month of 11/2022. Due to system error, actual bill generated with reversal of all provisional billing from 01/2016 to 04/2022 in the month of 08/2023 instead from the date of meter change i.e, from 05/2022. And further a re-assessment has been done regarding this with debited amount to Rs. 51,386. So, the consumer requested to revise the bill.
- From 01/2016 to 10/2022 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 05/2020 to 04/2022 (2 years) are to be revised by taking average of 12/2022 to 11/2023 consecutive billing of new meter.
- To withdraw the earlier bill revision was effect on dt-08.09.2023.
- 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. Sri Khageswar Pandey, At-Jhitki, Po-Bisora, Via-Khariar 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.”

GRF BHAWANIPATNA