



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, 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/ 13793

Dated, the 14.11.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-477/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Pitambar Meher, At-Sinapali, Po/Ps-Sinapali, Dist.-Nuapada.		9060-0101-2013	91783-70610	
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	1. Agreement/Termination      2. Billing Disputes <input checked="" type="checkbox"/> 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	14.11.2025		
		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 Pitambar Meher, At-Sinapali, 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 Pitambar Meher, At-Sinapali, 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 4 KW having consumer no- 9060-0101-2013 under EE, NED, Nuapada.
- 2) As complained by the complainant that some excess provisional bills were served.
- 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: 02/2016 to 09/2025
- 3) Date of supply: 24.12.2015
- 4) Category: LT/Irrigation
- 5) Connected Load: 4 KW
- 6) Meter No – 10055470
- 7) Installed on: 21.11.2023 with IMR "0"
- 8) CMR: 2302 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 24.12.2015 and provisional billing generated from date of supply to October-2023 with high abnormal reading. Then Meter installed on dated 21/11/2023 having SI No. 10055470 as per FG data base. As per PVR of MMG, Khariar now the meter is running ok vide meter sl. no.- 10055470. 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 24.12.2015 and provisional billing generated from date of supply to October-2023 with high abnormal reading. Then Meter installed on dated 24/11/2023 having SI No. 10055470 as per FG data base. As per PVR of MMG, Khariar now the meter is running ok vide meter sl. no.- 10055470. The consumer has requested to revise the provisional bill as per actual meter reading from the date of meter installation.
- From 12/2015 to 10/2023 provisional / average bills have been served.

### ORDER

14.11.2025

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 03/2019 to 02/2021 (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- 31.12.2025.

  
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 Pitambar Meher, At-Sinapali, 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."**