

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/ 18170

Dated, the 09.03.2026

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

1	Case No.	Complaint Case No. BPT-156/2026		
2	Complainant/s	Name & Address Sri Khemraj Sahu, At/Po-Malibhata, Dist.- Nuapada.	Consumer No 9060-0101-2093	Contact No. 99380-47751
3	Respondent/s	Name Sri Akshya Kumar Samal (JFM Nuapada), 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	19.02.2026		
9	Date of Order	09.03.2026		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		

Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Khemraj Sahu, At/Po-Malibhata, 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 Khemraj Sahu, At/Po-Malibhata, 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. 20.02.2026, 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- **9060-0101-2093** 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: 27.02.2026
- 2) Bill details from: 05/2016 to 01/2026
- 3) Date of supply: 26.01.2015
- 4) Category: LT/Irrigation
- 5) Connected Load: 3 KW
- 6) Meter No – TWSC10065266
- 7) Installed on: 20.11.2024 with IMR "0"
- 8) CMR: 10760 kWh on Dt. 27.02.2026
- 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 consumer was billed on abnormal billing from the date of supply to Oct 24. Then Meter Changed on dated 20.11.2024. As per PVR of MMG- Nuapada, the meter is running vide meter no- TWSC10065266. Now actual billing generated from the date of meter installation. Meter change assessment also done in the month of June-25 and

debited to Rs 5452.41 as per Revision code A. The Consumer pray for bill revision as per actual consumption from the 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 consumer was billed on abnormal billing from the date of supply to Oct 24. Then Meter Changed on dated 20.11.2024. As per PVR of MMG-Nuapada, the meter is running vide meter no- TWSC10065266. Now actual billing generated from the date of meter installation. Meter change assessment also done in the month of June-25 and debited to Rs 5452.41 as per Revision code A. The Consumer pray for bill revision as per actual consumption from the meter installation.
- From 05/2016 to 10/2024 provisional / average bills have been served.

ORDER **09.03.2026**

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 03/2022 to 02/2024 (2 years) are to be revised by taking average of 02/2025 to 01/2026 consecutive billing of new meter.
- To withdraw the earlier bill revision was effect on dt-21.06.2025.
- 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- 30.04.2026**.


9/3/26

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna



K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


09/3/26

A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Khemraj Sahu, At/Po-Malibhata, 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