



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/ 1230^(S)

Dated, the 10.09.2025

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

1	Case No.	Complaint Case No. BPT-359/2025																										
2	Complainant/s	Name & Address Sri Bijee Kumar Majhi, Repr. By Sri Basudev Majhi, At-Nandapur, Po-Dumerpani, Via-Nuapada, Dist.-Nuapada.	Consumer No 9060-0101-2647	Contact No.																								
3	Respondent/s	Name Sri Manoj Kumar Sethi (SDO 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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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8	Date(s) of Hearing	20.08.2025																										
9	Date of Order	10.09.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil		Others																								



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Bijee Kumar Majhi, Repr. By Sri Basudev Majhi, At-Nandapur, Po-Dumerpani, Via-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Manoj Kumar Sethi (SDO Nuapada), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bijee Kumar Majhi, Repr. By Sri Basudev Majhi, At-Nandapur, Po-Dumerpani, Via-Nuapada, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Nuapada on dt. 20.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation Pumping & Agriculture supply with CD of 3 KW having consumer no- 9060-0101-2647 under EE, NED, Nuapada.
- 2) As complained by the complainant that the 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) Consumer Complainant Redressal Form: 09.09.2025
- 2) Bill details from: 01/2017 to 07/2025
- 3) Date of supply: 14.08.2016
- 4) Category: LT/Irrigation Pumping & Agriculture
- 5) Connected Load 3 KW
- 6) Meter No – TWSC10065492
- 7) Installed on: 04/2025 on IMR "0" KWH
- 8) CMR: 267 KWH on Dt-09.09.2025
- 9) The meter status: Okay
- 10) Facts of the complainant:
- 11) As written version submitted by EE, NED, Nuapada as follows:
 - The consumer has prayed regarding the provisional billing from 04/2018 to 03/2025, As per FG data, meter has changed on 03/2022 but meter is not installed on site & provisional billing going on. Consumer has requested to re-evaluate the due as per his



actual usage as meter is installed on 04/2025 "& since the bill is okay with actual meter reading. 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 has prayed regarding the provisional billing from 04/2018 to 03/2025, As per FG data, meter has changed on 03/2022 but meter is not installed on site & provisional billing going on. Consumer has requested to re-evaluate the due as per his actual usage as meter is installed on 04/2025 "& since the bill is okay with actual meter reading.
- From 01/2017 to 03/2025 provisional / average / actual bills have been served.

ORDER

10.09.2025

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 11/2017 to 10/2019 are to be revised by taking average of 1-year consecutive billing of new meter.
- Any bill revision done earlier during this above period may be taken in to consideration.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by May-26 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-May-26


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 Bijee Kumar Majhi, Repr. By Sri Basudev Majhi, At-Nandapur, Po-Dumerpani, Via-Nuapada, 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."