



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/ 1697^(S)

Dated, the 09.02.2026

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

1	Case No.	Complaint Case No. BPT-64/2026		
2	Complainant/s	Name & Address Sri Umakanta Meher, At/Po-Gandabahali, Via-Sinapali, Dist.-Nuapada.	Consumer No 9060-0101-2861	Contact No. 81784-01302
3	Respondent/s	Name Sri Akshya Kumar Samal (JFM), 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	<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 <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>		
8	Date(s) of Hearing	21.01.2026		
9	Date of Order	09.02.2026		
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.	Compensation	Nil	



Place of Hearing: Khariar

Appeared:

1. **For the Complainant** – Sri Umakanta Meher, At/Po-Gandabahali, Via-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

.....

GIST OF THE COMPLAINT:

The complainant consumer Sri Umakanta Meher, At/Po-Gandabahali, Via-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. 21.01.2026, 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- 9060-0101-2861 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: 06.02.2026
- 2) Bill details from: 07/2017 to 12/2025
- 3) Date of supply: 16.12.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 3 KW
- 6) Meter No – TWSC10065837
- 7) Installed on: 02.01.2025 with IMR "0"
- 8) CMR: 2145 kWh on Dt. 06.02.2026
- 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 provisional / average basis with higher units from date of supply to Nov'24. As per PVR of MMG Khariar, new meter installed on dated 02.01.2025, now the meter is running ok with vide meter no- TWSC10065837. The



consumer prays for bill revision of provisional billing as per actual meter reading of the abovesaid period. 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 provisional / average basis with higher units from date of supply to Nov'24. As per PVR of MMG Khariar, new meter installed on dated 02.01.2025, now the meter is running ok with vide meter no- TWSC10065837. The consumer prays for bill revision of provisional billing as per actual meter reading of the abovesaid period
- From 07/2017 to 11/2024 provisional / average bills have been served.

ORDER
09.02.2026

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 11/2017 to 10/2019 (2 years) are to be revised by taking average of 12/2024 to 11/2025 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.03.2026**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Umakanta Meher, At/Po-Gandabahali, Via-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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA