



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1231^(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-360/2025																										
2	Complainant/s	Name & Address Sri Kokila Naik, Repr. By Sri Debraj Majhi, At/Po-Darlipada, Via-Darlipada, Dist.-Nuapada.	Consumer No 9060-0101-4908	Contact No. 81449-48754																								
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><tbody><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></tbody></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><tbody><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></tbody></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	Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Buapada
Appeared:**

1. **For the Complainant** – Sri Kokila Naik, Repr. By Sri Debraj Majhi, At/Po-Darlipada, Via-Darlipada, 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 Kokila Naik, Repr. By Sri Debraj Majhi, At/Po-Darlipada, Via-Darlipada, 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- 9060-0101-4908 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: 12/2020 to 07/2025
- 3) Date of supply: 24.08.2020
- 4) Category: LT/Irrigation Pumping & Agriculture
- 5) Connected Load 3 KW
- 6) Meter No – 10055981
- 7) Installed on: 10/2023 on IMR "0" KWH
- 8) CMR: 17811 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 abnormal billing from 08/2020 to 08/2023. As per FG data, meter has been changed on 10/2023 and since after the bill is coming abnormally. 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 abnormal billing from 08/2020 to 08/2023. As per FG data, meter has been changed on 10/2023 and since after the bill is coming abnormally
- Some bill was served abnormally during the period from 08/2020 to 07/2025 due to suppress meter reading.

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:

- T0 recast the bill from 08/2020 to 07/2025 with IMR "0" Kwh and FMR "16964" Kwh.
- Any bill revision done during this period may be taken in to consideration.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by October-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-October-25

Recd 10/9/25
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

S.N.
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

A.N. Meher 10/9/2025
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Kokila Naik, Repr. By Sri Debraj Majhi, At/Po-Darlipada, Via-Darlipada, 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."