



## 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/ 1289<sup>(S)</sup>

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-417/2025																										
2	Complainant/s	Name & Address Sri Baburam Sahu, At-Limdihi, Po-Kurumpuri, Dist.-Nuapada.	Consumer No 9060-0101-4985	Contact No. 92479-88850																								
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																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	19.09.2025																										
9	Date of Order	13.10.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Nuapada**

**Appeared:**

1. **For the Complainant** – Sri Baburam Sahu, At-Limdihi, Po-Kurumpuri, 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 Baburam Sahu, At-Limdihi, Po-Kurumpuri, 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. 19.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/IRR supply with CD of 3 KW having consumer no- **9060-0101-4985** under EE, NED, Nuapada.
- 2) As complained by the complainant that some abnormal excess 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.

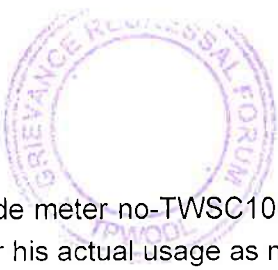
The complainant has prayed for:

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: 19.09.2025
- 2) Bill details from: 12/2020 to 08/2025
- 3) Date of supply: 24.08.2020
- 4) Category: LT/IRR
- 5) Connected Load: 3 KW
- 6) Meter No – TWSC10066366
- 7) Installed on: 16.09.2025 with IMR "0"
- 8) CMR: Kwh on Dt.
- 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 average basis from 12/2020 to 05/2022 and on provisional basis from 10/2022 to 11/2023. As per the FG data, meter sl no-10056428 was installed on dated 03.01.2024 and as per the recent PVR received from MMG nuapada on dated 16.09.2025 previous meter changed was mis-punched against this



consumer and again new meter changed vide meter no-TWSC10066366. Consumer has requested to re-evaluate the dues as per his actual usage as meter is installed on 09/2025. 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 average basis from 12/2020 to 05/2022 and on provisional basis from 10/2022 to 11/2023. As per the FG data, meter sl no-10056428 was installed on dated 03.01.2024 and as per the recent PVR received from MMG nuapada on dated 16.09.2025 previous meter changed was mis-punched against this consumer and again new meter changed vide meter no-TWSC10066366. Consumer has requested to re-evaluate the dues as per his actual usage as meter is installed on 09/2025
- Meter no. TWSC10066366 had been installed on dt-16.09.2025.

### **ORDER**

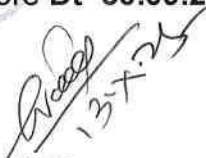
**13.10.2025**


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 09/2023 to 08/2025 are to be revised by taking average of 1-year 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- 30.09.2026**.

  
**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 Baburam Sahu, At-Limdihi, Po-Kurumpuri, 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

EX-101/18  
18.08.2018

EX-101/18  
18.08.2018