



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/ 1291(5)

Dated, the 14.11.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-485/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Banabas Prasad Panda, At-Senbhata, Po-Kuliabandha, Dist.-Nuapada.		9060-0101-6328	95560-71031	
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-	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			17.10.2025		
9	Date of Order	14.11.2025				
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.	Nil				



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Banabas Prasad Panda, At-Senbhata, Po-Kulibandha, 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 Banabas Prasad Panda, At-Senbhata, Po-Kulibandha, 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 Road on dt. 17.10.2025, 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- 9060-0101-6328 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) PVR: 29.10.2025
- 2) Bill details from: 04/2022 to 09/2025
- 3) Date of supply: 04.04.2022
- 4) Category: LT/Irrigation
- 5) Connected Load: 3 KW
- 6) Meter No – TWSC59039584
- 7) Installed on: 20.01.2025 with IMR "0"
- 8) CMR: 7528 KwH on Dt.29.10.2025
- 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 May'22 to Dec'24. Then Meter Changed on dated 20.01.2025. As per PVR of MMG- Khariar road, the meter is running vide meter no-TWSC59039584. The Consumer pray for bill revision as per actual



consumption by taking actual units. 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 May'22 to Dec'24. Then Meter Changed on dated 20.01.2025. As per PVR of MMG- Khariar road, the meter is running vide meter no-TWSC59039584. The Consumer pray for bill revision as per actual consumption by taking actual units.
- From 04/2022 to 12/2024 provisional / average bills have been served.
- There is no scope for bill revision.

ORDER

14.11.2025

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 case is hereby dropped.

B. NAIK
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

A.N. MEHER
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Banabas Prasad Panda, At-Senbhata, Po-Kuliabandha, 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."