



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/ 1272^(u) 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-446/2025																		
2	Complainant/s	Name & Address Bhagya Bhoi, At-Jhitridhoda, Po-Bhojpur, Via-Kharlar, Dist.-Nuapada.	Consumer No 9061-3203-0590	Contact No.																
3	Respondent/s	Name Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.	Division Nuapada Electrical Division, TPWODL																	
4	Date of Application																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipment's</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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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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	25.09.2025																		
9	Date of Order	13.10.2025																		
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
Appeared:

1. **For the Complainant** – Bhagya Bhoi, At-Jhitridhoda, Po-Bhojpur, Via-Khariar, Dist.- Nuapada.
2. **For the Respondent** – Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Bhagya Bhoi, At-Jhitridhoda, Po-Bhojpur, Via-Khariar, 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. 25.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.50 KW having consumer no- **9061-3203-0590** under SDO Elect. Khariar.
- 2) As complained by the complainant that average bills were served though the meter running.
- 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 (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 07.10.2025
- 2) Bill details from: 01/2011 to 08/2025
- 3) Date of supply: 15.11.2010
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – TWSP51293636
- 7) Installed on: 16.08.2025 with IMR "0"
- 8) CMR: 75 Kwh Dt. 07.10.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
 - As per our observation, it is asserted that the aforementioned consumers meter is being replaced with the new one Vide Meter No-TWSPS1293636 on Dt-16 Augt 2025 and the final meter reading of old meter was 1760 unit which has been taken for billing as FMR of old meter no TPWODL1092633 which was installed on Dt-15.09.2022



whereas meter data not taken to database (Report Submitted by MMG). The period from 15.09.2022 to 16.08.2025 may be revised at IMR-O to FMR-1760 unit for proper slab benefit to the consumer along with the billing month 08/2025 at FMR-23 unit. 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 as per our observation, it is asserted that the aforementioned consumers meter is being replaced with the new one Vide Meter No-TWSPS1293636 on Dt-16 Augt 2025 and the final meter reading of old meter was 1760 unit which has been taken for billing as FMR of old meter no TPWODL1092633 which was installed on Dt-15.09.2022 whereas meter data not taken to database (Report Submitted by MMG). The period from 15.09.2022 to 16.08.2025 may be revised at IMR-O to FMR-1760 unit for proper slab benefit to the consumer along with the billing month 08/2025 at FMR-23 unit.
- Meter no-TPWODL1092633 was installed on dt-15.09.2025 but not updated.

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:

- To recast the bill from 09/2022 to 08/2025 with IMR "0" Kwh and FMR "1760" Kwh.
- 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- 30.11.2025**.


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. Bhagya Bhoi, At-Jhitridhoda, Po-Bhojpur, Via-Kharia, Dist.-Nuapada.
2. SDO Elect. Kharia 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."

GRF BHAWANIPATNA