



# 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/ 1214<sup>9</sup>

Dated, the 20.08.2025

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

1	Case No.	Complaint Case No. BPT-275/2025		
2	Complainant/s	Name & Address Smt Belmati Patel, At/Po-Bhojpur, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-3203-2669	Contact No. 91789-23186
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-	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 <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	23.07.2025		
9	Date of Order	30.08.2025		
10	Order in favour of	Complainant	✓	Respondent Others
11	Details of Compensation awarded, if any.	Nil		



**Place of Hearing: Khariar**

**Appeared:**

1. **For the Complainant** – Smt Belmati Patel, At/Po-Bhojpur, Ps-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 Smt Belmati Patel, At/Po-Bhojpur, Ps-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. 23.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.11 KW having consumer no- 9061-3203-2669 under SDO Elect. Khariar.
- 2) As complained by the complainant that smart meter bearing no-TWSP51038590 was installed on 10.08.2023 but the meter was defective so another meter was installed on 29.10.2024 bearing no-TWST1774607.
- 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: 30/07/2025
- 2) Bill details from: 07/2018 to 06/2025
- 3) Date of supply: 18/07/2018
- 4) Category: LT/Domestic
- 5) Connected Load: 0.11 KW
- 6) Meter No – TWST1774607
- 7) Installed on: 29.10.2024 with IMR "0"
- 8) CMR: 725 Dt. 30.07.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
  - The above consumer availed the service connection since 18.07.2018 vide meter no-WES224214 with connected load 0.11 KW which was replaced with new meter no-LW501377 on dt-15.12.2019, meter no-TWSP51035590 on dt-10.08.2023. The new



meter installed on dt-10.08.2023 was found as defective (No Display) during Aug-2024 and replaced with lapse of three months on dt-29.10.2024 vide the meter no-TWST1774607. Due to delay installation of meter bill was generated on provisional basic for the period of 07/2024 to 09/2024 may be revised as per actual meter reading recorded in new meter replaced on dt-29.10.2024 vide the meter no-TWST1774607. The maximum CMD was recorded in meter No-TWSP51035590 replaces on dt-10.08.2023 is 2.96 KW.

- Secondly, Defective period of assessment has done for the period of Aug-2021 to July-2023 by taking the six months of consumption and Rs. 34,631.95 was debited on dt-08.01.2025. letter on as per application submitted by consumer reassessment of defective period is done in order to even out effect of seasonality Rs. 7,238.40 is credited on dt-27.03.2025. 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
- From 09/2021 to 06/2023 provisional / average bills have been served.
- The earlier meter no-TWSP51038590 was defective on dt-29.10.2024.
- Meter no. TWST1774607 had been installed on dt-29.10.2024 and the CMR is "725" Kwh on Dt-30.07.2025.

### **ORDER**

**30.08.2025**

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 10/2022 to 09/2024 are to be revised By taking average of six consecutive billing of new meter no-TWST1774607.
- To withdraw the earlier bill revision was effect on dt-08.01.2025, 27.03.2025 and 05.08.2025.

The case is disposed of accordingly.

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

### **Compliance Month-September-25**

  
**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. Smt Belmati Patel, At/Po-Bhojpur, Ps-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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA