



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/ 1757^(S)

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-68/2026		
2	Complainant/s	Name & Address Sri Sugriba Majhi, At/Po-Bhaludungri, Via-Khariar, Dist.-Nuapada.	Consumer No 9061-3216-0392	Contact No. 98275-23584
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	<input checked="" type="checkbox"/>
		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	21.01.2026		
9	Date of Order	23.02.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: Khariar
Appeared:

1. **For the Complainant** – Sri Sugriba Majhi, At/Po-Bhaludungri, 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 Sri Sugriba Majhi, At/Po-Bhaludungri, 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.21.01.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.25 KW having consumer no- **9061-3216-0392** under SDO Elect. Khariar.
- 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 (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 05.02.2026
- 2) Bill details from: 10/2020 to 12/2025
- 3) Date of supply: 26.09.2020
- 4) Category: LT/Domestic
- 5) Connected Load: 0.25 KW
- 6) Meter No – TWST15125385
- 7) Installed on: 04.06.2025 with IMR "0"
- 8) CMR: 397 KwH on Dt. 05.02.2026
- 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- TWST15125385 on Dt-04-Jun 2025. The Defective period of bill at higher side from 04/2022 to 02/2023 may be revised as per actual six month of consumption in new meter No- TWST15125385 installed on dt-

04 June-2025 for slab benefit to the consumer as per SOP. 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- TWST15125385 on Dt-04-Jun 2025. The Defective period of bill at higher side from 04/2022 to 02/2023 may be revised as per actual six month of consumption in new meter No- TWST15125385 installed on dt-04 June-2025 for slab benefit to the consumer as per SOP.
- From 04/2022 to 04/2025 provisional / average bills have been served.
- some bill was served abnormally from 09/2020 to 02/2022 due to suppress meter reading.

ORDER **23.02.2026**

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 04/2022 to 03/2024 (2 years) are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2020 to 02/2022 with IMR "0" Kwh and FMR "963" 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.03.2026**.


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 Sugriba Majhi, At/Po-Bhaludungri, Via-Khariar, Dist.-Nuapada.
2. SDO Elect. Khariar, 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