



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1302^(S)

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-442/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Gurbaru Bag, At-Torli, Po-Khariar, Via-Nehna, Dist.-Nuapada.		9061-3220-0579		
3	Respondent/s	Name		Division		
		Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.		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) 155		
				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			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** – Sri Gurbaru Bag, At-Torli, Po-Khariar, Via-Nehna, Dist.- Nuapada.
2. **For the Respondent** – Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Gurbaru Bag, At-Torli, Po-Khariar, Via-Nehna, 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 0.25 KW having consumer no- 9061-3220-0579 under SDO Elect. Khariar.
- 2) As complained by the complainant that excess provisional bills were served in the month of 03/2025.
- 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: 01/2019 to 08/2025
- 3) Date of supply: 27.09.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 0.25 KW
- 6) Meter No – TWST15027523
- 7) Installed on: 04.07.2025 with IMR “0”
- 8) CMR: 175 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- TWST15027523 on Dt-04.07.2025. The provisional bill for the period of 03/2025 to 06/2025 may be revised as per the actual meter reading with new meter installed on dt-04.07.2025 for slab benefit to the

consumer and secondly the suppress unit taken during the month of 02/2025 at FMR-4821 unit billed for 3080 unit is already revised and settled for Cr. Rs.5799.51 on Dt-19.08.2025. 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 as per our observation, it is asserted that the aforementioned consumers meter is being replaced with the new one Vide Meter No- TWST15027523 on Dt-04.07.2025. The provisional bill for the period of 03/2025 to 06/2025 may be revised as per the actual meter reading with new meter installed on dt-04.07.2025 for slab benefit to the consumer and secondly the suppress unit taken during the month of 02/2025 at FMR-4821 unit billed for 3080 unit is already revised and settled for Cr. Rs.5799.51 on Dt-19.08.2025.
- From 03/2025 to 06/2025 provisional bills have been served.
- 2138 units was billed in the month of 06/2025 which is not relevant with the meter reading.

ORDER

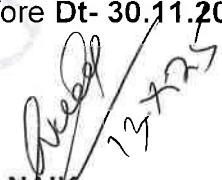
13.10.2025

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 03/2025 to 06/2025 are to be revised by taking average of six 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- 30.11.2025.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


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


A.N. MEHER 13/10/2025
PRESIDENT
PRESIDENT
GRF, Bhawanipatna