



## 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/ 17209

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-69/2026		
2	Complainant/s	Name & Address Sri Talsa Patel, At/Po-Sikuankala, Via-Duajhar, Dist.-Nuapada.	Consumer No 9061-3224-0444	Contact No. 95567-95324
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) 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	21.01.2026		
9	Date of Order	23.02.2026		
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** – Sri Tulsa Patel, At/Po-Sikuankala, Via-Duajhar, 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 Tulsa Patel, At/Po-Sikuankala, Via-Duajhar, 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- **9061-3224-0444** 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: 29.01.2026
- 2) Bill details from: 07/2020 to 12/2025
- 3) Date of supply: 03.06.2020
- 4) Category: LT/Domestic
- 5) Connected Load: 0.25 KW
- 6) Meter No – TWB120422
- 7) Installed on: 09.08.2024 with IMR "0"
- 8) CMR: 1428 KwH on Dt. 29.01.2026
- 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- TWB120422 on Dt-09-Aug-2024. Scope-1- The suppress meter reading taken during the month of 04/2023 at FMR 2553 unit billed for 2385 unit may be revised from date of installation of meter Dt-03 June-2020 to 04/2023 for slab benefit to the consumer as per SOP, Scope-II- Defective



period of Bill from 05/2023 to 03/2024 may be revised as per actual six month of reading recorded in new meter from 06/2025 to 11/2025 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- TWB120422 on Dt-09-Aug-2024. Scope-1- The suppress meter reading taken during the month of 04/2023 at FMR 2553 unit billed for 2385 unit may be revised from date of installation of meter Dt-03 June-2020 to 04/2023 for slab benefit to the consumer as per SOP, Scope-II- Defective period of Bill from 05/2023 to 03/2024 may be revised as per actual six month of reading recorded in new meter from 06/2025 to 11/2025 for slab benefit to the consumer as per SOP.
- From 05/2023 to 05/2025 provisional / average bills have been served.
- Some bill was served abnormally from 06/2020 to 04/2023 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 05/2023 to 03/2024 are to be revised by taking average of 06/2025 to 11/2025 consecutive billing of new meter.
- To recast the bill from 06/2020 to 04/2023 with IMR "0" Kwh and FMR "2553" 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 Talsa Patel, At/Po-Sikuankala, Via-Duajhar, 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