



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1075<sup>W</sup>

Dated, the 31.05.2025

### Quorum:

Er. Anil Kumar Patra - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-212/2025																										
2	Complainant/s	Name & Address Sri Premlal Satnami, At/Po-Badi, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-3233-0481	Contact No. 97772-32694																								
3	Respondent/s	Name Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.	Division Nuapada Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	08.05.2025																										
9	Date of Order	31.05.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Khariar  
Appeared:

1. For the Complainant – Sri Premlal Satnami, At/Po-Badi, Ps-Khariar, Dist.-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-212/2025**

Sri Premlal Satnami,  
At/Po-Badi,  
Ps-Khariar,  
Dist.-Nuapada

**Con. No. 9061-3233-0481**

**COMPLAINANT**

Sri Nanda Kumar Nag,  
SDO Elect. Khariar,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Premlal Satnami, At/po- Badi, 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. 08.05.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9061-3233-0481** under SDO Elect. Khariar.
- 2) As complained by the complainant that provisional/average bill was served from 07/2021 to 10/2024.
- 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: 16/05/2025
- 2) Bill details from: 03/2013 to 04/2025
- 3) Date of supply: 24/03/2013
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWST1775040
- 7) Installed on: 07.11.2024 with IMR "0"
- 8) CMR: 520 KWH on 16/05/2025



9) The meter status: OK

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Khariar as follows:

- The consumer is complaining about the excess unit bill during the period of 07/2021 to 08/2024 prior to replacement of defective meter, as per our observation previous meter was defective and has been billed in average basis. Defective meter was replaced with new meter (meter no. TWST117041) on 07.11.2024 and consumer is billed actual since then. So, re-assessment of defective meter is required for the period 07/2021 to 08/2024 as per the average of first six-month actual reading of new meter installed on 07.11.2024.

### **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 the consumer is complaining about the excess unit bill during the period of 07/2021 to 08/2024 prior to replacement of defective meter.
- As per billing database provisional/average bill was served from 07/2021 to 10/2024.

### **ORDER**

**31.05.2025**

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 revise the bill from 09/2022 to 10/2024 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 11/2024 and FMR "412" Kwh on 04/2025).

The case is disposed of accordingly.

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

### **Compliance Month-June-25**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATTNAIK**  
MEMBER (Fin.)

  
**A.K. PATRA**  
PRESIDENT

Copy to: -

1. Sri Premlal Satnami, At/po- Badi, Ps -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."**