



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

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

Memo No. GRF/BPT/Order/ 213

Dated, the 16.06.2026

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

1	Case No.	Complaint Case No. BPT-436/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sudarsan Meher, Repr. By Chitrasen Meher, At/Po-Bargaon, Via-Khariar, Dist.-Nuapada.		9061-3401-0232	99382-76533																								
3	Respondent/s	Name Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.		Division Nuapada Electrical Division, TPWODL																									
4	Date of Application																												
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></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) <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																		
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6. Others																													
8	Date(s) of Hearing	15.05.2026																											
9	Date of Order	10.06.2026																											
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 Sudarsan Meher, Repr. By Chitrasen Meher, At/Po-Bargaon, 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 Sudarsan Meher, Repr. By Chitrasen Meher, At/Po-Bargaon, 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.15.05.2026, 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- **9061-3401-0232** 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: 27.05.2026
- 2) Bill details from: 07/2003 to 04/2026
- 3) Date of supply:
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSU11010741
- 7) Installed on: 09.04.2026 with IMR "0"
- 8) CMR: 933 Kwh on Dt. 27.05.2026
- 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- TWSU11010741 on Dt-09-Apr-2026. The billing Abnormalities with the old meter was observed the Defective period of bill



from 04/2016 to 03/2018 in high meter unit may be revised as per the actual six month of meter reading in new meter and recast of meter reading from 02/2003 to 08/2014 at IMR-0 to FMR-6204 unit for slab benefit to the consumer. 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- TWSU11010741 on Dt-09-Apr-2026. The billing Abnormalities with the old meter was observed the Defective period of bill from 04/2016 to 03/2018 in high meter unit may be revised as per the actual six month of meter reading in new meter and recast of meter reading from 02/2003 to 08/2014 at IMR-0 to FMR-6204 unit for slab benefit to the consumer.
- From 04/2016 to 03/2018 provisional / average bills have been served.
- Some bill was served abnormally from 12/2003 to 08/2014 due to suppress meter reading.

ORDER

10.06.2026

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 04/2016 to 03/2018 are to be revised by taking average of 09/2025 to 02/2026 consecutive billing of new meter.
- To recast the bill from 12/2003 to 08/2014 with IMR "0" Kwh and FMR "6204" 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- 31.07.2026**.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


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


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Sudarsan Meher, Repr. By Chitrasen Meher, At/Po-Bargaon, Via-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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA