



## 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/ 1269<sup>(S)</sup>

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-444/2025																										
2	Complainant/s	Name & Address Sri Parakhit Meher, At-Bargaon, Po-Sinapali, Via-Sinapali, Dist.-Nuapada.	Consumer No 9061-3401-0484	Contact No.																								
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-	<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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6. Others																												
8	Date(s) of Hearing	25.09.2025																										
9	Date of Order	13.10.2025																										
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 Parakhit Meher, At-Bargaon, Po-Sinapali, Via-Sinapali, 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 Parakhit Meher, At-Bargaon, Po-Sinapali, Via-Sinapali, 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 0.50 KW having consumer no- **9061-3401-0484** under SDO Elect. Khariar.
- 2) As complained by the complainant that excess bill was served in the month of 02/2023.
- 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: 04.10.2025
- 2) Bill details from: 02/2010 to 08/2025
- 3) Date of supply: 25.09.2009
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – TWST777654
- 7) Installed on: 20.11.2024 with IMR "0"
- 8) CMR: 908 Kwh Dt. 04.10.2025
- 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- TWST1777554 on Dt-20.11.2024. The suppress unit taken Vide the Old Meter No-934244 during the month of Feb-2023 at FMR-18189 unit billed for 12976 unit may be revised from the date of installation



month 25 Sep-2009 by reverse of JE NO-BC202310311148370971 (Revision period of Suppress unit from 04/18 to 09/23 Cr Rs. -22122.35 on Dt-31-10-2023) for proper 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- TWST1777554 on Dt-20.11.2024. The suppress unit taken Vide the Old Meter No-934244 during the month of Feb-2023 at FMR-18189 unit billed for 12976 unit may be revised from the date of installation month 25 Sep-2009 by reverse of JE NO-BC202310311148370971 (Revision period of Suppress unit from 04/18 to 09/23 Cr Rs. -22122.35 on Dt-31-10-2023) for proper slab benefit to the consumer as per SOP.
- Some bill was served abnormally from 09/2009 to 10/2024 due to suppress 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:

- To recast the bill from 09/2009 to 10/2024 with IMR "0" Kwh and FMR "21234" Kwh.
- To withdraw the earlier bill revision was effect on dated. 31.10.2023.
- 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**  
PRESIDENT

**PRESIDENT**  
**GRF, Bhawanipatna**



Copy to: -

1. Sri Parakhit Meher, At-Bargaon, Po-Sinapali, Via-Sinapali, 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