



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

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

Memo No. GRF/BPT/Order/ 2162⁵

Dated, the 10.06.2026

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

1	Case No.	Complaint Case No. BPT-433/2026																											
2	Complainant/s	Name & Address Sri Bharat Meher, At/Po-Bargaon, Via-Khariar, Dist.-Nuapada.		Consumer No 9061-3401-0631	Contact No. 99382-00252																								
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 border="1"> <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 & 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 & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & 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	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 _____																											
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 Bharat 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 Bharat 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- **9061-3401-0631** 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: 04/2011 to 05/2026
- 3) Date of supply: 11.03.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWB665365
- 7) Installed on: 06.04.2025 with IMR "0"
- 8) CMR: 4227 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- TWB665365 on Dt- 06th April-2025. The billing Abnormalities with the meter installed on dt-25th June-2023 vide the meter No-109230 is complaint by the consumer for Testing of meter on Dt-27th Nov-2024

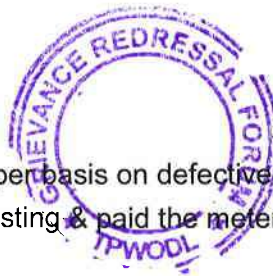


and paid the Testing Fees Rs.590/- Vide MR SI No-44754827112401030003. However, during the laboratory testing process on Dt-30.12.2024, the disputed meter went into a "No Display" (blank screen) state. Because the meter display failed completely, the testing laboratory was unable to perform the accuracy check or verify the high reading that triggered the original complaint. Following this, a new meter was installed at the premises on Dt-06th April-2025. During the meantime Defective assessment is been carryout for the period of Oct-2022 to May-2023 for Dr. Rs.22952.38. A comparison between the consumption recorded by the old meter and the new meter reveals a massive, undeniable drop in consumption. The current readings on the new meter clearly demonstrate the true, normal household usage pattern as per the consumer voice, proving that the old meter was defective and recording erroneous data before its display completely failed. Since the high reading cannot be authenticated by laboratory testing due to the "No Display" fault. So, high meter unit bill of old meter and Defective assessment billing period may be revise as per 6/12 months of average consumption recorded in newly installed meter to provide the 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- TWB665365 on Dt- 06th April-2025. The billing Abnormalities with the meter installed on dt-25th June-2023 vide the meter No-109230 is complaint by the consumer for Testing of meter on Dt-27th Nov-2024 and paid the Testing Fees Rs.590/- Vide MR SI No-44754827112401030003. However, during the laboratory testing process on Dt-30.12.2024, the disputed meter went into a "No Display" (blank screen) state. Because the meter display failed completely, the testing laboratory was unable to perform the accuracy check or verify the high reading that triggered the original complaint. Following this, a new meter was installed at the premises on Dt-06th April-2025. During the meantime Defective assessment is been carryout for the period of Oct-2022 to May-2023 for Dr. Rs.22952.38. A comparison between the consumption recorded by the old meter and the new meter reveals a massive, undeniable drop in consumption. The current readings on the new meter clearly demonstrate the true, normal household usage pattern as per the consumer voice, proving that the old meter was defective and recording erroneous data before its display completely failed. Since the high reading cannot be authenticated by laboratory testing due to the "No Display" fault. So, high meter unit bill of old meter and Defective assessment billing period may be revise as per 6/12 months of average consumption recorded in newly installed meter to provide the slab benefit to the consumer.
- From 10/2022 to 05/2023 provisional / average bills have been served.



- The upward assessment was done as per basis on defective meter.
- The consumer was applied for meter testing & paid the meter testing fees.

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 10/2022 to 05/2023 are to be revised by taking average of 06/2025 to 11/2025 consecutive billing of new meter.
- To withdraw the earlier bill revision was effect on dt-18.10.2024.
- 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
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 Bharat Meher, At/Po-Bargaon, Via-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.”