



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 1933

Dated, the 16.04.2026

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

1	Case No.	Complaint Case No. BPT-234/2026																											
2	Complainant/s	Name & Address Sri Dayaram Sunani, At/Po-Bargaon, Via-Duajhar, Dist.-Nuapada.		Consumer No 9061-3401-1037	Contact No. 95568-62898																								
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 & 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) –		
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	<table><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 <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <u></u>	3. OERC Conduct of Business) Regulations,2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>	6. Others <u></u>																		
1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u>																													
2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u>																													
3. OERC Conduct of Business) Regulations,2004; Clause <u></u>																													
4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>																													
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>																													
6. Others <u></u>																													
8	Date(s) of Hearing	13.03.2026																											
9	Date of Order	16.04.2026																											
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 Dayaram Sunani, At/Po-Bargaon, Via-Duajhar, Dist.-Nuapada.
2. **For the Respondent** – Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.

.....

GIST OF THE COMPLAINT:

The complainant consumer Sri Dayaram Sunani, At/Po-Bargaon, 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.13.03.2026, 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- **9061-3401-1037** 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: 05.04.2026
- 2) Bill details from: 08/2013 to 02/2026
- 3) Date of supply: 31.08.2013
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST1792388
- 7) Installed on: 20.11.2024 with IMR "0"
- 8) CMR: 3986 Kwh on Dt. 05.04.2026
- 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- TWST1792388 on Dt 20th Nov-2024. The billing Abnormalities of the consumer is already resolved at our end. Firstly suppress meter reading taken during month of 02/2020 at FMR-6080 unit Billed for 2336 unit is recast from the date of installation of meter from Aug-2013 to Feb-2020 for Credit Rs.5186.95 on Dt-23.03.2026 and Secondly, as per the consumer application

the defective assessment for the period of 23.03.2023 to 21.11.2024 has been reassessed in order to even out effect of seasonality, 12 months of consumption is taken instead of 6 months of reading for providing seasonal benefit to the consumer and Cr Rs.7030.05 on Dt-29.03.2026. It is therefore requested to kindly drop the case as all the abnormalities in the bill have been resolved. 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- TWST1792388 on Dt 20th Nov-2024. The billing Abnormalities of the consumer is already resolved at our end. Firstly suppress meter reading taken during month of 02/2020 at FMR-6080 unit Billed for 2336 unit is recast from the date of installation of meter from Aug-2013 to Feb-2020 for Credit Rs.5186.95 on Dt-23.03.2026 and Secondly, as per the consumer application the defective assessment for the period of 23.03.2023 to 21.11.2024 has been reassessed in order to even out effect of seasonality, 12 months of consumption is taken instead of 6 months of reading for providing seasonal benefit to the consumer and Cr Rs.7030.05 on Dt-29.03.2026. It is therefore requested to kindly drop the case as all the abnormalities in the bill have been resolved.
- Some bill was served abnormally from 08/2013 to 02/2023 due to suppress meter reading.

ORDER

16.04.2026

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:

- To recast the bill from 08/2013 to 02/2023 with IMR "0" Kwh and FMR "7065" 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- 31.05.2026.


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 Dayaram Sunani, At/Po-Bargaon, 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