



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

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

Memo No. GRF/BPT/Order/ 1234^(s)

Dated, the 10.09.2025

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

1	Case No.	Complaint Case No. BPT-311/2025																										
2	Complainant/s	Name & Address Sri Janardan Meher, Repr. By Smt Santosini Meher, At/Po-Sinapali, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3402-0796	Contact No. 80189-27501																								
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) –		
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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) <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>																		
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8	Date(s) of Hearing	12.08.2025																										
9	Date of Order	10.09.2025																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Khariar
Appeared:**

For the Complainant – Sri Janardan Meher, Repr. By Smt Santosini Meher, At/Po-Sinapali, Ps-Sinapali, Dist.-Nuapada.

1. **For the Respondent** – Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Janardan Meher, Repr. By Smt Santosini Meher, At/Po-Sinapali, Ps-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. 12.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9061-3402-0796** under SDO Elect. Khariar.
- 2) As complained by the complainant that some abnormal excess average bills were served.
- 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: 25/08/2025
- 2) Bill details from: 08/2007 to 07/2025
- 3) Date of supply: 07.08.2007
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TPWODL1055865
- 7) Installed on: 17.10.2022 with IMR "0"
- 8) CMR: 284 on Dt. 25.08.2025
- 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 consumer defective meter is being replace with the new one vide meter no-TPWODL1055865 on dt-17.10.2022 and on dt-11.11.2022 taken in to the database, due to delay in meter updating in to database bill has been revised from 17.10.2022 to 13.01.2023 at FMR-



58 unit and credited Rs. 1927.08 on dt-09.02.2023. The average consumption of bill prior to installation of meter since 03/2016 may be revised as per present consumption 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 consumer defective meter is being replace with the new one vide meter no-TPWODL1055865 on dt-17.10.2022 and on dt-11.11.2022 taken in to the database, due to delay in meter updating in to database bill has been revised from 17.10.2022 to 13.01.2023 at FMR-58 unit and credited Rs. 1927.08 on dt-09.02.2023. The average consumption of bill prior to installation of meter since 03/2016 may be revised as per present consumption for slab benefit to the consumer.
- From 03/2016 to 07/2023 provisional / average bills have been served.
- Meter no. TPWODL1055865 had been installed on dt-17.10.2022.

ORDER

10.09.2025

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:

- The bills served from 03/2017 to 02/2019 (2 year) are to be revised by taking average of six consecutive billing of new meter.
- Any bill revision done earlier during this period may be taken into consideration.

The case is disposed of accordingly.

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

Compliance Month-October-25


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