



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

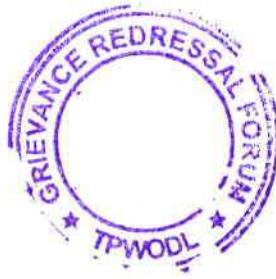
ER. ACHYUTANANDA MEHER (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 2133

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-434/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                                    |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 2                                                                                            | Complainant/s                                        | Name & Address<br>Sri Tankadhar Bag, At-Malpada, Po-Sinapali,<br>Ps-Sinapali, Dist.-Nuapada.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   | Consumer No<br>9061-3408-0561                      | Contact No.<br>82495-10227 |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 3                                                                                            | Respondent/s                                         | Name<br>Sri Mohammad Haris,<br>SDO Elect. Khariar, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   | Division<br>Nuapada Electrical Division,<br>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) – |  |  |
| 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                                   | 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 Tankadhar Bag, At-Malpada, Po-Sinapali, Ps-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 Tankadhar Bag, At-Malpada, 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.15.05.2026, in brief as follows:

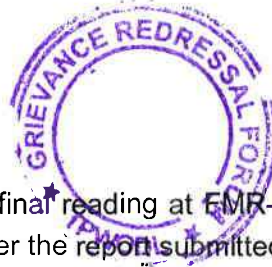
- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.40 KW having consumer no- **9061-3408-0561** under SDO Elect. Khariar.
- 2) As complained by the complainant that bills to be revised.
- 3) The complainant has intimated the same to the OP, but 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: 07/2012 to 04/2026
- 3) Date of supply: 20.04.2010
- 4) Category: LT/Domestic
- 5) Connected Load: 0.40 KW
- 6) Meter No – TWSU51057565
- 7) Installed on: 11.02.2026 with IMR "0"
- 8) CMR: 48 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- TWSU51057565 on Dt-11-Feb-2026. The billing Abnormalities with the meter installed on dt-11 feb-2026 was observed during the bill for the month of Jan-2026. After reviewing the bill details, it is evident that a human error occurred during the physical exchange of meters. The technician



recorded an incorrect, significantly higher final reading at FMR-3564 unit. Whereas the actual meter reading was 420 unit as per the report submitted by Team MMG. So, the bill for the month of Jan-2026 may be revised accordingly to provide 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- TWSU51057565 on Dt-11-Feb-2026. The billing Abnormalities with the meter installed on dt-11 feb-2026 was observed during the bill for the month of Jan-2026. After reviewing the bill details, it is evident that a human error occurred during the physical exchange of meters. The technician recorded an incorrect, significantly higher final reading at FMR-3564 unit. Whereas the actual meter reading was 420 unit as per the report submitted by Team MMG. So, the bill for the month of Jan-2026 may be revised accordingly to provide slab benefit to the consumer.
- From 01/2026 provisional / average bills have been served.

### **ORDER**

**10.06.2026**

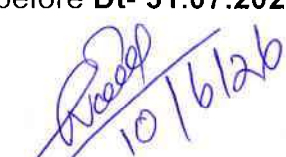
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- The bills served 01/2026 is to be revised by taking average of 02/2026 to 07/2026 consecutive billing of new meter.
- 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

Page 3 | 4

  
**A.N. MEHER**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Tankadhar Bag, At-Malpada, Po-Sinapali, Ps-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