



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

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

Memo No. GRF/BPT/Order/ 1270^(S)

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-445/2025																											
2	Complainant/s	Name & Address Sri Jagannath Nial, At-Dandeibasa, Po-Boden, Via-Khariar, Dist.-Nuapada.		Consumer No 9061-3313-0077	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 & 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) 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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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 Jagannath Nial, At-Dandeibasa, Po-Boden, 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 Jagannath Nial, At-Dandeibasa, Po-Boden, 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. 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 0.11 KW having consumer no- **9061-3313-0077** under SDO Elect. Khariar.
- 2) As complained by the complainant that excess / provisional 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: 04.10.2025
- 2) Bill details from: 07/2011 to 08/2025
- 3) Date of supply: 25.06.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 0.11 KW
- 6) Meter No – TWSP51038188
- 7) Installed on: 23.08.2023 with IMR "0"
- 8) CMR: 718 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-TWSP51038188 on Dt-23.08.2023 and the period of bill from 26" Sep-2021 to 28th June-2023 is revised in FG system at FMR-605 unit vide the meter no-WLT219767 which was installed on dt-26th sep-2021 and taken in to database on Dt-05th Nov-2021, vide JE No BC202307201405380833

and Cr. Rs.-31189.08 is to be reversed and re-revision is required from Sep-2021 to Jul-2023 at FMR-637 unit for proper 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-TWSP51038188 on Dt-23.08.2023 and the period of bill from 26th Sep-2021 to 28th June-2023 is revised in FG system at FMR-605 unit vide the meter no-WLT219767 which was installed on dt-26th sep-2021 and taken in to database on Dt-05th Nov-2021, vide JE No BC202307201405380833 and Cr. Rs.-31189.08 is to be reversed and re-revision is required from Sep-2021 to Jul-2023 at FMR-637 unit for proper slab benefit to the consumer..
- Some bill was served abnormally from 09/2021 to 07/2023 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 09/2021 to 07/2023 with IMR "0" Kwh and FMR "637" Kwh.
- To withdraw the earlier bill revision was effect on dated. 20.07.2023.
- 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 Jagannath Nial, At-Dandeibasa, Po-Boden, Via-Kharia, Dist.-Nuapada.
2. SDO Elect. Kharia 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