



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 1292

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-414/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Harish Chandra Panda, Repr. By Sri Hemsingh Dandasena, At/po-Nuapada, Ps-Nuapada, Dist.-Nuapada.		9062-3102-0132		
3	Respondent/s	Name Sri Manoj Kumar Sethi, SDO Elect. Nuapada, TPWODL.		Division Nuapada Electrical Division, TPWODL		
4	Date of Application					
5	In the matter of-	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	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			19.09.2025		
9	Date of Order	13.10.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				



Place of Hearing: Nuapada

Appeared:

1. For the Complainant – Sri Harish Chandra Panda, Repr. By Sri Hemsingh Dandasena, At/po-Nuapada, Ps-Nuapada, Dist.-Nuapada.
 2. For the Respondent – Sri Manoj Kumar Sethi, SDO Elect. Nuapada, TPWODL.
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GIST OF THE COMPLAINT:

The complainant consumer Sri Harish Chandra Panda, Repr. By Sri Hemsingh Dandasena, At/po-Nuapada, Ps-Nuapada, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 19.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 1.5 KW having consumer no- 9062-3102-0132 under SDO Elect. Nuapada.
- 2) As complained by the complainant that some average bills were served during no power supply period.
- 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 19/09/2025
- 2) Bill details from: 03/2001 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/GP
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWST1792868
- 7) Installed on: 08.08.2024 with IMR "0"
- 8) CMR: 344 KwH on Dt.19.09.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:



- The consumer was not availing power supply from 01/2023 to 07/2024. But bill served in average basis. So, the billed amount may be withdrawn as per billing data. 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 the consumer was not availing power supply from 01/2023 to 07/2024. But bill served in average basis. So, the billed amount may be withdrawn as per billing data.
- Meter no. TWST1792868 had been installed on dt-08.08.2024 and the CMR is 344 KwH as on dt-19.09.2025.

ORDER

13.10.2025

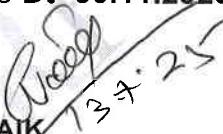
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To withdraw the bill from 01/2023 to 07/2024 as the complainant was not availing power supply.
- 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- 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 Harish Chandra Panda, Repr. By Sri Hemsingh Dandasena, At/po-Nuapada, Ps-Nuapada, Dist.-Nuapada.
2. SDO Elect. Nuapada TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.