



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 965<sup>9</sup>

Dated, the 29.03.2025

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-182/2025																									
2	Complainant/s	Name & Address Sri Mehettar Rout, Repr. By Sri Gopal Rout, At-Supli, Po-Motanuapada, Ps-Nuapada, Dist.-Nuapada.	Consumer No 9062-3113-0365	Contact No. 93486-75648																							
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.	Division Nuapada Electrical Division, TPWODL																								
4	Date of Application																										
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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="2">15. Others (Specify) -</td><td></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 border="1"><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	18.03.2025																									
9	Date of Order	29.03.2025																									
10	Order in favour of	Complainant	✓ Respondent	Others																							
11	Details of Compensation awarded, if any	Nil																									

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Nuapada**

**Appeared:**

1. **For the Complainant** – Sri Mehettar Rout, Repr. By Sri Gopal Rout, At-Supli, Po-Motanuapada, Ps-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-182/2025**

Sri Mehettar Rout,  
Repr. By Sri Gopal Rout,  
At-Supli,  
Po-Motanuapada,  
Ps-Nuapada,  
Dist.-Nuapada.

**Con. No. 9062-3113-0365**

**COMPLAINANT**

Sri Abhinash Biswal  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Mehettar Rout, Repr. by Sri Gopal Rout, At- Supli, Po-Motanuapada, 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. 18.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no-**9062-3113-0365** under SDO Elect. Nuapada.
- 2) As complained by the complainant that bill was served in wrong meter number since 03/2024 to 02/2025.
- 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) PVR: 29/03/2025



- 2) Bill details from: 11/2012 to 01/2025
- 3) Date of supply: 24/11/2011
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWB337876
- 7) Installed on: 17/01/2025 with IMR "0"
- 8) CMR: 226 KWH on 29/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - The meter having SL no. TWSC59009510 has not been installed in the premises of the consumer. but in actual the meter having Sl. No. LW179028 was installed since 03/2019 to 02/2025 with FMR 8117 and on 29/02/2025 meter was replaced with a new meter having Sl. no. TWB337876. So, the bill is to be revised for the period 03/2019 to 02/2025 taking IMR B0 and FMR 8117.

#### **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 stated that the meter having SL no. TWSC59009510 has not been installed in the premises of the consumer. but in actual the meter having Sl. No. LW179028 was installed since 03/2019 to 02/2025 with FMR 8117 and on 29/02/2025 meter was replaced with a new meter having Sl. no. TWB337876. So, the bill is to be revised for the period 03/2019 to 02/2025 taking IMR B0 and FMR 8117.
- As per billing database bill was served in meter no. TWSC59009510 since 03/2024, but whereas as per meter change report of MRT, Nuapada on dtd. 23.02.2025 that the meter no. TWSC59009510 has not found during site verification, and the old meter no. was LW179028, which was installed since 03/2019. And final meter reading was 8117.

#### **ORDER**

**29.03.2025**

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 03/2019 to 02/2025 with IMR "0" Kwh on 03/2019 and FMR "8117" Kwh on 02/2025.

The case is disposed of accordingly.



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

**Compliance Month-April-25**

  
B. NAIK

Co-Opted Member

Co-Opted Member

GRF, Bhawanipatna

  
K.K. PATTNAIK

MEMBER (Fin.)

MEMBER FIN

GRF, Bhawanipatna

  
R.K. NAIK

PRESIDENT

PRESIDENT

GRF, Bhawanipatna

Copy to: -

1. Sri Mehettar Rout, Repr. by Sri Gopal Rout, At- Supli, Po- Motanuapada, Ps- Nuapada, Dist- Nuapada.
2. SDO Elect. Nuapada 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.”