



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

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

Memo No. GRF/BPT/Order/ 1823⁰

Dated, the 09.03.2026

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

1	Case No.	Complaint Case No. BPT-158/2026		
2	Complainant/s	Name & Address Nitya Chhatra, At/Po-Dumerbahal, Dist.- Nuapada.	Consumer No 9062-3201-0237	Contact No. 90785-24624
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	<input checked="" type="checkbox"/>
		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	20.02.2026		
9	Date of Order	09.03.2026		
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** – Nitya Chhatria, At/Po-Dumerbahal, Dist.-Nuapada.
2. **For the Respondent** – Sri Manoj Kumar Sethi, SDO Elect. Nuapada, TPWODL.

.....

GIST OF THE COMPLAINT:

The complainant consumer Nitya Chhatria, At/Po-Dumerbahal, 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. 20.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.50 KW having consumer no- **9062-3201-0237** under SDO Elect. Nuapada.
- 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 03.03.2026
- 2) Bill details from: 11/2002 to 01/2026
- 3) Date of supply: 02.11.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – LW274524
- 7) Installed on: 20.01.2020 with IMR "0"
- 8) CMR: 5991 kWh on Dt. 03.03.2026
- 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 average, actual and provisional bill from 11/2002 to 02/2014 and actual bill from 02/2015 to 02/2019 and actual abnormal and provisional bill 02/2020 to 01/2026 may be recast 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 average, actual and provisional bill from 11/2002 to 02/2014 and actual bill from 02/2015 to 02/2019 and actual abnormal and provisional bill 02/2020 to 01/2026 may be recast as per billing data.
- Some bill was served abnormally from 11/2002 to 02/2014 & 02/2015 to 02/2019 & 02/2020 to 01/2026 due to suppress meter reading.

ORDER

09.03.2026

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:

- To recast the bill from 11/2002 to 02/2014 with IMR "0" Kwh and FMR "799" Kwh.
- To recast the bill from 02/2015 to 02/2019 with IMR "0" Kwh and FMR "3552" Kwh.
- To recast the bill from 02/2020 to 01/2026 with IMR "0" Kwh and FMR "5976" Kwh.
- 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- 30.04.2026**.


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. Nitya Chhatra, At/Po-Dumerbahal, Dist.-Nuapada.
2. SDO Elect. Nuapada TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.