



## 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/ 1387<sup>(3)</sup>

Dated, the 14.11.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

|    |  |  |   |  |  |  |
|----|--|--|---|--|--|--|
| 1  | Case No.                                 | Complaint Case No. BPT-487/2025  |   |  |  |  |
| 2  | Complainant/s                            | Name & Address<br><br>Sri Debarchan Mahanand, At-Chanamunda,<br>Po-Mundapala, Dist.-Nuapada. | Consumer No<br><br>9062-3302-1793                       | Contact No.<br><br>99389-79425   |  |  |
|    |  |  |   |  |  |  |
| 3  | Respondent/s                             | Name<br><br>Sri Manoj Kumar Sethi,<br>SDO Elect. Nuapada, TPWODL.                            | Division<br><br>Nuapada Electrical Division,<br>TPWODL  |  |  |  |
| 4  | Date of Application                      |  |   |  |  |  |
| 5  | In the matter of-                        | 1. Agreement/Termination   | 2. Billing Disputes                                     | ✓  |  |  |
|    |  | 3. Classification/Reclassification<br>of Consumers   | 4. Contract Demand / Connected<br>Load                  |  |  |  |
|    |  | 5. Disconnection / Reconnection<br>of Supply   | 6. Installation of Equipment &<br>apparatus of Consumer |  |  |  |
|    |  | 7. Interruptions   | 8. Metering   |  |  |  |
|    |  | 9. New Connection  | 10. Quality of Supply & GSOP                            |  |  |  |
|    |  | 11. Security Deposit / Interest  | 12. Shifting of Service Connection<br>& equipment's     |  |  |  |
|    |  | 13. Transfer of Consumer<br>Ownership  | 14. Voltage Fluctuations                                |  |  |  |
|    |  | 15. Others (Specify) –   |   |  |  |  |
|    |  | 6  | Section(s) of Electricity Act, 2003 involved            |  |  |  |
|    |  | 7  | OERC<br>Regulation(s) with<br>Clauses                   | 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) 155                |  |  |
|    |  |  |   | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause |  |  |
|    |  |  |   | 6. Others  |  |  |
| 8  | Date(s) of Hearing                       | 17.10.2025   |   |  |  |  |
| 9  | Date of Order                            | 14.11.2025   |   |  |  |  |
| 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: Khariar Road

Appeared:

1. **For the Complainant** – Sri Debarchan Mahanand, At-Chanamunda, Po-Mundapala, 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 Debarchan Mahanand, At-Chanamunda, Po-Mundapala, 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 Road on dt. 17.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LTDomestic supply with CD of 0.02 KW having consumer no- 9062-3302-1793 under SDO Elect. Nuapada.
- 2) As complained by the complainant that some 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 03.11.2025
- 2) Bill details from: 01/2011 to 09/2025
- 3) Date of supply: 28.10.2010
- 4) Category: LTDomestic
- 5) Connected Load: 0.02 KW
- 6) Meter No – TWSP51291657
- 7) Installed on: 30.08.2025 with IMR "0"
- 8) CMR: 280 KwH on Dt.03.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - Defective period bill from 10/2014 to 07/2025 on average and provisional basis as per the 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 Defective period bill from 10/2014 to 07/2025 on average and provisional basis as per the billing data
- From 10/2014 to 07/2025 provisional / average bills have been served.
- There is no scope for bill revision.

### ORDER

14.11.2025

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:

➤ The case is hereby dropped.

*B. NAIK*  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

*S. S.*  
K.K. PATTNAIK  
MEMBER (Fin.)

MEMBER FIN  
GRF, Bhawanipatna

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

Copy to: -

1. Sri Debarchan Mahanand, At-Chanamunda, Po-Mundapala, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**