



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1097

Dated, the 26.06.2025

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

1	Case No.	Complaint Case No. BPT-231/2025																										
2	Complainant/s	Name & Address Sri Suresh Kumar Sahu, Repr. By Sri Rohit Kumar Sahu, At/Po-Lakhana, Ps-Lakhana, Dist.-Nuapada.	Consumer No 9062-3307-0224	Contact No. 99388-86977																								
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><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) <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	10.06.2025																										
9	Date of Order	26.06.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Suresh Kumar Sahu, Repr. By Sri Rohit Kumar Sahu, At/Po-Lakhana, Ps-Lakhana, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-231/2025

Sri Suresh Kumar Sahu,
Repr. By Sri Rohit Kumar Sahu,
At/Po-Lakhana,
Ps-Lakhana,
Dist.-Nuapada.

Con. No. 9062-3307-0224

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Khariar,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Suresh Kumar Sahu, Repr. by Sri Rohit Kumar Sahu, At/Po-Lakhana, Ps-Lakhana, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Utkela on dt. 12.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.17 KW having consumer no- **9062-3307-0224** under SDO Elect. Nuapada.
- 2) As complained by the complainant that the meter records abnormal bill.
- 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: 19/06/2025
- 2) Bill details from: 03/2001 to 05/2025
- 3) Date of supply: 13.07.2004
- 4) Category: LT/Domestic



- 5) Connected Load 1.17 KW
- 6) Meter No – TWST1737905
- 7) Installed on: 02.07.2024 with IMR “0”
- 8) CMR: 5696 KWH on 19/06/2025
- 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 smart meter has been installed on 02.07.2024. the monthly billing is abnormal whereas the connected load of the premises and consumption is constant.

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 smart meter has been installed on 02.07.2024. the monthly billing is abnormal whereas the connected load of the premises and consumption is constant.
- As per billing database meter records high consumption meter reading of the present meter 06/2024 to 05/2025.

ORDER **26.06.2025**

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 test the meter in laboratory after obtaining requisite meter testing fees, if found any error, to replace the meter with a new tested meter and revise the bill accordingly from 06/2024 to till installation of new meter.


The case is disposed of accordingly.


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

Compliance Month-July-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Suresh Kumar Sahu, Repr. by Sri Rohit Kumar Sahu, At/Po-Lakhana, Ps-Lakhana, 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.”

GRF BHAWANIPATNA