



**GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA**

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
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BENCH:

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

Memo No. GRF/BPT/Order/ 1469

Dated, the 29.11.2025

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

1	Case No.	Complaint Case No. BPT-596/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Digabar Satnami, At/Po-Kandetara, Dist.- Nuapada.		9062-3314-0571	91788-82949	
3	Respondent/s	Name		Division		
		Sri Manoj Kumar Sethi, SDO Elect. Nuapada, TPWODL.		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			19.11.2025		
9	Date of Order	29.11.2025				
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: Nuapada

Appeared:

1. For the Complainant – Sri Digambar Satnami, At/Po-Kandetara, 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 Digambar Satnami, At/Po-Kandetara, 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. 19.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 3 KW having consumer no- 9062-3314-0571 under SDO Elect. Nuapada.
- 2) As complained by the complainant that abnormal provisional bill was served in the month of 04/2024.
- 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: 20.11.2025
- 2) Bill details from: 03/2010 to 10/2025
- 3) Date of supply: 14.09.2009
- 4) Category: LT/Domestic
- 5) Connected Load: 3 KW
- 6) Meter No – TWB339327
- 7) Installed on: 14.03.2025 with IMR “0”
- 8) CMR: 35 KwH on Dt. 20.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - The defective period from 11/2020 to 10/2022 and 09/2009 to 12/2018 may be recast 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 the defective period from 11/2020 to 10/2022 and 09/2009 to 12/2018 may be recast as per the billing data
- From 02/2019 to 10/2022 provisional / average bills have been served.
- Some bill was served abnormally from 09/2020 to 12/2018 due to suppress meter reading.

### ORDER

29.11.2025

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 bills served from 11/2020 to 10/2022 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2009 to 12/2018 with IMR "0" kWh and FMR "4700" 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- 31.12.2025.

*29/11/25*  
B. NAIK  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*29/11/25*  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhawanipatna

*29/11/25*  
A.N. MEHER  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Digambar Satnami, At/Po-Kandetara, 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: Bhoiinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**