



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/ 125720

Dated, the 31.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-490/2025				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Sri Tilakram Satnami, Repr. By Sri Nilkanth Satnami, At-Shankar Mandir Pada, Po-Kharia Road, Dist.-Nuapada.		9063-3106-0200	76059-08551	
3	Respondent/s	Name Sri Pradipta Kumar Khillar, SDO Elect. Kharia Road, TPWODL.		Division Nuapada Electrical Division, TPWODL		
4	Date of Application	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	17.10.2025				
9	Date of Order	31.10.2025				
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil				



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Tilakram Satnami, Repr. By Sri Nilkanth Satnami, At-Shankar Mandir Pada, Po-Khariar Road, Dist.-Nuapada.
2. **For the Respondent** – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Tilakram Satnami, Repr. By Sri Nilkanth Satnami, At-Shankar Mandir Pada, Po-Khariar Road, 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 LT/Domestic supply with CD of 2 KW having consumer no- 9063-3106-0200 under SDO Elect. Khariar Road.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29.10.2025
- 2) Bill details from: 05/2003 to 09/2021
- 3) Date of supply: 08.01.2003
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – 1821505
- 7) Installed on: with IMR "0"
- 8) CMR: No Meter at Site
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
 - Excess average bill amount to be revise from 07/2018. 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 Excess average bill amount to be revise from 07/2018.
- From 05/2003 to 12/2016 provisional / average have been served.

ORDER

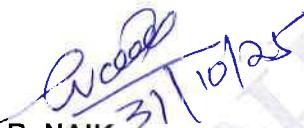
31.10.2025

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 01/2015 to 12/2016 (2 years) are to be revised by taking average of six consecutive billing of new meter.
- To install a new meter immediately & revise the bill accordingly.
- 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.05.2026**.


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. Sri Tilakram Satnami, Repr. By Sri Nilkanth Satnami, At-Shankar Mandir Pada, Po-Khariar Road, Dist.-Nuapada.
2. SDO Elect. Khariar Road 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."