



## 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/ 1693<sup>(S)</sup>

Dated, the 09.02.2026

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

1	Case No.	Complaint Case No. BPT-34/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Prafulla Kumar Mallik, At/Po-Khariar Road, Dist.-Nuapada.	9063-3108-0195	96581-09526
3	Respondent/s	Name Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, 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	17.01.2026		
9	Date of Order	09.02.2026		
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: Khariar Road**

**Appeared:**

1. **For the Complainant** – Sri Prafulla Kumar Mallik, At/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 Prafulla Kumar Mallik, At/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. 17.01.2026, 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- **9063-3108-0195** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that the abnormal excess bill was served In the month of 10/2019.
- 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: 02.01.2026
- 2) Bill details from: 08/2008 to 12/2025
- 3) Date of supply: 08.06.2008
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51254477
- 7) Installed on: 15.04.2025 with IMR "0"
- 8) CMR: 2190 kWh on Dt. 02.01.2026
- 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:



- Revise the high slab billing amount. 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 revise the high slab billing amount.
- From 03/2009 to 06/2015 provisional / average bills have been served.

### **ORDER**

**09.02.2026**

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:

- The bills served from 07/2013 to 06/2015 (2 years) are to be revised by taking average of 10/2016 to 03/2017 consecutive billing of new meter.
- 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- 31.03.2026**.

  
**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 Prafulla Kumar Mallik, At/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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**