



## 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/ 1300<sup>W</sup>

Dated, the 13.10.2025

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

|  |  |   |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
|--|--|---|---|---|----------------------------|--|---|--|--|--|-------------------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1  | Case No.   | Complaint Case No. BPT-422/2025   |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Late Sarju Prasad Gupta, Repr. By Sri Siva Prasad Gupta, At-Santinagar Ward No-18, Po/Ps-Khariar Road, Dist.-Nuapada.   |   | Consumer No<br>9063-3102-0066                   | Contact No.<br>96688-83690 |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.  |   | Division<br>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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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                      | <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> |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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>  |  |   |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 8  | Date(s) of Hearing                                   | 20.09.2025  |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 13.10.2025  |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 10   | Order in favour of                                   | Complainant   | ✓ | Respondent                                      | Others                     |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 11   | Details of Compensation awarded, if any.             | Nil   |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |



**Place of Hearing: Khariar Road**  
**Appeared:**

1. **For the Complainant** – Late Sarju Prasad Gupta, Repr. By Sri Siva Prasad Gupta, At-Santinagar Ward No-18, Po/Ps-Khariar Road, Dist.-Nuapada.
2. **For the Respondent** – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Late Sarju Prasad Gupta, Repr. By Sri Siva Prasad Gupta, At-Santinagar Ward No-18, Po/Ps-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. 20.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 5 KW having consumer no- **9063-3102-0066** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complainant Form: 23.09.2025
- 2) Bill details from: 03/2001 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 5 KW
- 6) Meter No – TWSP51290687
- 7) Installed on: 01.08.2025 with IMR "0"
- 8) CMR: 762 Kwh Dt. 11.09.2025
- 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 bill 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 bill amount.

### **ORDER**


**13.10.2025**

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 07/2025 are to be revise by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2021 to 06/2025 with IMR "0" kWh and FMR "6909" 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 28.02.2026**.

  
**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. Late Sarju Prasad Gupta, Repr. By Sri Siva Prasad Gupta, At-Santinagar Ward No-18, Po/Ps-Kharia Road, Dist.-Nuapada.
2. SDO Elect. Kharia 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."**