

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/ 1366¹⁹

Dated, the 30.10.2025

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

1	Case No.	Complaint Case No. BPT-492/2025			
2	Complainant/s	Name & Address		Consumer No	
		Sukribai Sahu, Repr. By Sri Kunjalal Sahu, At-Chichirpani, Po-Jampani, Ps-Kharia Road, Dist.-Nuapada.		9063-3209-0966	82606-74345
3	Respondent/s	Name Sri Pradipta Kumar Khillar, SDO Elect. Kharia Road, TPWODL.		Division Nuapada Electrical Division, TPWODL	
4	Date of Application				
5	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		30.10.2025			
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: Khariar Road

Appeared:

1. For the Complainant – Sukribai Sahu, Repr. By Sri Kunjalal Sahu, At-Chichirpani, Po-Jampani, Ps-Khariar Road, Dist.-Nuapada.
2. For the Respondent – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sukribai Sahu, Repr. By Sri Kunjalal Sahu, At-Chichirpani, Po-Jampani, 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. 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 0.11 KW having consumer no- 9063-3209-0966 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) Consumer Compliant Redressal Form: 29.10.2025
- 2) Bill details from: 04/2011 to 05/2024
- 3) Date of supply: 13.04.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 0.11 KW
- 6) Meter No – LW354729
- 7) Installed on: 09.12.2022 with IMR “0”
- 8) CMR: 549 KwH on dt-29.10.2025
- 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:
 - Excess billing amount to be revise. 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 billing amount to be revise.
- From 04/2011 to 03/2019 provisional / average have been served.

ORDER 30.10.2025

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 04/2017 to 03/2019 are to be revised by taking average of six 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.11.2025**.

Recd on 30.10.25
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

DK
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sukribai Sahu, Repr. By Sri Kunjalal Sahu, At-Chichirpani, Po-Jampani, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."