



## 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/ 1286<sup>CS</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-415/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Nilamani Naik, At-Jalamkala, Po-Budhikomna, Via-Komna, Dist.-Nuapada.	9062-3204-0911	95560-97655	
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	19.09.2025			
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: Nuapada**

**Appeared:**

1. **For the Complainant** – Sri Nilamani Naik, At-Jalamkala, Po-Budhikomna, Via-Komna, 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 Nilamani Naik, At-Jalamkala, Po-Budhikomna, Via-Komna, 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. 19.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 0.11 KW having consumer no- **9062-3204-0911** under SDO Elect. Nuapada.
- 2) As complained by the complainant that the bill 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 03.10.2025
- 2) Bill details from: 12/2013 to 08/2025
- 3) Date of supply: 30.08.2013
- 4) Category: LT/GP
- 5) Connected Load: 0.11 KW
- 6) Meter No – TWSP51218267
- 7) Installed on: 27.01.2025 with IMR "0"
- 8) CMR: 181 Kwh on Dt.03.10.2025
- 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 premisses is used by Nilamani Naik, for residence purpose. But bill was wrongly generated in GP category. So, category is to be revised in Domestic category instead of GP. 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 premises is used by Nilamani Naik, for residence purpose. But bill was wrongly generated in GP category. So, category is to be revised in Domestic category instead of GP.
- Meter no. TWSP51218267 had been installed on dt-27.01.2025 and the CMR is 181 Kwh as on dt-03.10.2025.

### **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:

- To revise the category from LT/GP to LT/DOM.
- 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- 30.11.2025**.

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhubaneswar**

  
**K.K. PATTNAIK**  
MEMBER (Fin.)

**MEMBER FIN**  
**GRF, Bhubaneswar**

  
**A.N. MEHER**  
PRESIDENT

**PRESIDENT**  
**GRF, Bhubaneswar**

Copy to: -

1. Sri Nilamani Naik, At-Jalamkala, Po-Budhikomna, Via-Komna, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**