



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 9545 Dated, the 27.03.2025

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-67/2025																									
2	Complainant/s	Name & Address Sri Bhikari Bag, At/Po-Miniguda, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3303-0570	Contact No. 99375-72992																							
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.	Division 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 rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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) -		
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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</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																	
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8	Date(s) of Hearing	12.02.2025																									
9	Date of Order	27.03.2025																									
10	Order in favour of	Complainant	✓ Respondent	Others																							
11	Details of Compensation awarded, if any	Nil																									

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Nuapada  
Appeared:**

1. **For the Complainant** – Sri Bhikari Bag, At/Po-Miniguda, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-67/2025**

Sri Bhikari Bag,  
At/Po-Miniguda,  
Ps-Komna,  
Dist.-Nuapada.

**Con. No. 9062-3303-0570**

**COMPLAINANT**

Sri Abhinash Biswal  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bhikari Bag, At/Po- Maniguda, Ps- 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. 12.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- **9062-3303-0570** under SDO Elect. Nuapada.
- 2) As complained by the complainant that the abnormal bill was raised from 02/2012 to 07/2021.
- 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) PVR: 03/03/2025
- 2) Bill details from: 11/2012 to 08/2023
- 3) Date of supply: 09/02/2012
- 4) Category: LT/Domestic



- 5) Connected Load 0.04 KW
- 6) Meter No – 5658190
- 7) Installed on: 09/02/2012 with IMR "0"
- 8) CMR: NA
- 9) The meter status: Bill Stop/Disconnected
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - As per physical verification, it is found that the power supply was not in use against consumer no. 9062-3303-0570 till date. The consumer is availing power supply from another connection vide consumer no. 9062-3303-0571.

#### **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 as per physical verification, it is found that the power supply was not in use against consumer no. 9062-3303-0570 till date. The consumer is availing power supply from another connection vide consumer no. 9062-3303-0571.
- As the power supply not used against consumer no. 9062-3303-0570 till date, so bill was raised against above consumer no. shall be withdrawn.

#### **ORDER**

**27.03.2025**

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 withdraw the bill raised against consumer no. 9062-3303-0570. As the complainant is using the power supply against consumer no. 9062-3303-0571 instead of consumer no. 9062-3303-0570.

The case is disposed of accordingly.

**Compliance report must be submitted to the Forum by April-25 by the opposite party after compliance otherwise it will be treated as non-compliance.**

#### **Compliance Month-April-25**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Bhikari Bag, At/Po- Maniguda, Ps- 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.”**

GRF BHAWANIPATNA