



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 976

Dated, the 29.03.2025

**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-180/2025																			
2	Complainant/s	Name & Address Smt Mamata Nayak, Repr. By Sri Rabinarayan Nayak, At/Po-Kurumpuri, Ps-Lakhana, Dist.-Nuapada.	Consumer No 9062-3316-0308	Contact No. 99381-82250																	
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="10"><input checked="" type="checkbox"/></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></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) -</td></tr></table>			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) -	
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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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155	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										
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6. Others																					
8	Date(s) of Hearing	18.03.2025																			
9	Date of Order	29.03.2025																			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> 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** – Smt Mamata Nayak, Repr. By Sri Rabinarayan Nayak, At/Po- Kurumpuri, Ps-Lakhana, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-180/2025**

Smt Mamata Nayak,  
Repr. By Sri Rabinarayan Nayak,  
At/Po-Kurumpuri,  
Ps-Lakhana,  
Dist.-Nuapada.

**Con. No. 9062-3316-0308**

**COMPLAINANT**

Sri Abhinash Biswal  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Mamata Nayak, Repr. by Sri Rabi Narayan Patra, At/Po- Kurumpuri, Ps- Lakhna, 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. 18.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ General Purpose supply with CD of 1 KW having consumer no-**9062-3316-0308** under SDO Elect. Nuapada
- 2) As complained by the complainant that the power supply has used for residential purpose, but the bill has raised in LT/GP tariff instead of LT/Domestic tariff.
- 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: 02/04/2025
- 2) Bill details from: 08/2018 to 02/2025
- 3) Date of supply: 23/07/2018



- 4) Category: LT/General Purpose
- 5) Connected Load 1 KW
- 6) Meter No – WLT098089
- 7) Installed on: 23/07/2018 with IMR "0"
- 8) CMR: 3290 KWH on 02/04/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - The premises is used by Smt. Mamata Kumari Nayak, ANM Kurumpuri since 08/2018 for resident purpose. but bill was wrongly generated in GP category so, bill is to be revised in domestic category instead of GP.

#### **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 stated that the premises is used by Smt. Mamata Kumari Nayak, ANM Kurumpuri since 08/2018 for resident purpose. but bill was wrongly generated in GP category so, bill is to be revised in domestic category instead of GP.
- As per billing database the initial power supply tariff was LT/Domestic since 07/2018 to 02/2020. After that from 03/2020 to till date, the bill has served in LT/ GP tariff. As certified by the medical officer PHC, Tarbod, Dist- Nuapada, that Smt. Mamata Nayak has utilizing the power supply for domestic purpose at sub centre building since last august 2018.

#### **ORDER**

**29.03.2025**

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 change the billing category from LT/GP to LT/ Domestic immediately.
- To revise the bill from LT/ GP tariff to LT/ Domestic tariff since 03/2020 to 03/2025.


The case is disposed of accordingly.

**Compliance report must be submitted to the Forum by April-25 by 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. Smt. Mamata Nayak, Repr. by Sri Rabi Narayan Patra, At/Po- Kurumpuri, Ps- Lakhna, 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