



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 306^G

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/202/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Kiran Shankar Mishra, At-Radharanipada, Po/Dist-Bolangir		911001020957	9437150203
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026			
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 & equipments		
		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, 157</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	18.04.2026			
9	Date of Order	27.04.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tusura

Appeared:

For the Complainant -Sri Kiran Shankar Mishra
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/202/2026

Sri Kiran Shankar Mishra
At-Radharanipada,
Po/Dist-Bolangir
Con. No. 911001020957

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Tusura

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

During Camp Court hearing at Tusura Sub-division office on 18th Apr. 2026, the consumer Shri Kiran Sankar Mishra was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kiran Sankar Mishra who is LT-Irr. consumer availing a CD of 2.5 KW. He was disputed about generation of two no. of bills against a same consumer where the consumer no.s are 9110-0102-0957 & 9110-0102-4377. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura Section of Tusura Sub-division. The representative of the consumer represented that he is availing power supply against cons. no. 9110-0102-0957 but one more bill with cons. no. 9110-0102-4377 has been generated against the said connection as duplicate bill. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer (9110-0102-0957) is a LT-Irr. consumer availing power supply since Jul-2014. The billing dispute raised by the complainant for the duplicate billing requires field inspection for which 7 days time is required.

27/04/26
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PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 days time.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

As requested by OP, the Forum allowed seven day time to submit the physical verification report with power supply status of both the consumers. The OP inspected the consumer premises on 22nd Apr. 2026 and submitted report on 24th Apr. 2026 before the Forum. In the said report, the OP certified, there is no existence of power supply to cons. no. : 9110-0102-4377 and hence it is a duplicate consumer. The report submitted by OP dated 2th Apr. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, there is two no. of consumer having cons. no. : 9110-0102-0957 with power supply date as 24th Jul. 2014 & cons. no. : 9110-0102-4377 with power supply date as 07th Mar. 2017.

The complainant represented that he has availed electrical connection against cons. no. 9110-0102-0957 with a CD of 2.5 KW and he is availing power supply against this cons. number. In the same time, another duplicate consumer no. 9110-0102-4377 has been generated against the same premises.

Against that, the OP was asked 7 day time to verify the matter and will make field inspection. The OP inspected the premises on 22nd Apr. 2026 and certified that the initial connection having cons. no. 9110-0102-0957 is existing second connection having cons. no. 9110-0102-4377 has been released wrongly and the billing needs to be stopped.

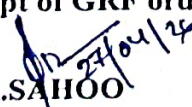
The Forum analysed the documents available with the Forum and version of both the parties and of the opinion to withdrawn of all bills pertaining to cons. no. 9110-0102-4377 since the date of release of power supply.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The energy bills raised to the consumer against con. No. 9110-0102-4377 is to be withdrawn from the date of power supply and must be tagged with PDC category.
2. All payments recorded (if any) against cons. no. 9110-0102-4377 must be carry-forward against cons. no. 9110-0102-0957.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Kiran Shankar Mishra, At-Radharanipada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternadisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."