



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/ 397⁽⁵⁾

Dated, the 30/05/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/272/2026																										
2	Complainant/s	Name & Address Sri Satyanarayan Biswal, For Sri Kansari Biswal, At/Po-Jhankarpali, Via-Chandanbhati, Dist-Bolangir	Consumer No 911211280079	Contact No. 9348494122																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	19.05.2026																										
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</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 & equipments		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 border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</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, 157	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	19.05.2026																										
9	Date of Order	30.05.2026																										
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 Kudasingha

Appeared:

For the Complainant -Sri Satyanarayan Biswal
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/272/2026

Sri Satyanarayan Biswal, - **COMPLAINANT**
For Sri Kansari Biswal,
At/Po-Jhankarpali, Via-Chandanbhati,
Dist-Bolangir
Con. No. 911211280079

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division, No. II,
TPWODL, Bolangir



ORDER
(Dt.30.05.2026)

During Camp Court hearing at Kudasingha PSS on 19th May 2026, the representative of the consumer Shri Satya Narayan Biswal was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Satya Narayan Biswal who is LT-Dom. consumer availing a CD of 1.5 KW. He was disputed that he has availed power supply against the above-stated consumer no. but another duplicate bill with Cons. no. 9112-1128-0080 has been served till Feb.-2025 which needs to be withdrawn. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

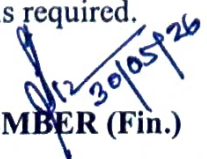
PROCEEDING OF HEARING DATED : 19.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The complainant represented that he is availing power supply against cons. no. 9112-1218-0079 but one more bill with cons. no. 9112-1128-0085 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 (9112-1128-0079) is a LT-Dom. consumer availing power supply since Feb-2011. The billing dispute raised by the complainant for the duplicate billing requires field inspection for which 7 days time is required.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 days time to make field inspection & to submit the report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 25th May 2026 and submitted the report before the Forum on 27th May 2026 and certified that there is only one connection i.e. 9112-1128-0079 exists and the consumer is availing power supply from the beginning to till date. The second cons. no. i.e. 9112-1128-0085 is a duplicate connection and not exists. The PVR made by OP dated 25th May 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 23rd Feb. 2011 and total outstanding upto Apr-2026 is ₹ 32,677.26p. As represented by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he is availing power supply against cons. no. 9112-1128-0079 with a CD of 1.5 KW. In the same time, one more consumer no. 9112-1128-0085 has been generated against the same premises as a duplicate consumer.

Against that, the OP was asked 7 days time to verify the matter and will make field inspection. They had undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 25th May 2026 and submitted the report on 27th May 2026 before the Forum vide ref. no. nil and certified that the initial connection having cons. no. 9112-1128-0079 exists and second connection having cons. no. 9112-1128-0085 has been released wrongly. Also, the OP has stopped the duplicate bill since Feb.-2025.

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. 9112-1128-0085 since the date of generation of bill.

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.

The energy bills raised to the consumer against con. No. 9112-1128-0085 is to be withdrawn from the date of generation of bill i.e. from 23rd Feb. 2011 and must be tagged with PDC category. The payments recorded against consumer cons. no. 9112-1128-0085 must be transferred and adjusted against cons. no. 9112-1128-0079.

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 Satyanarayan Biswal, At/Po-Jhankarpali, Via-Chandanbhati, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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 : tpwesternodisha.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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."