



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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 418⁹

Dated, the 06/06/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/291/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Magsira Raiti, At-Deogoan, Po-Belpada, Via-Bangomunda, Dist-Bolangir	912001023871 912001025395	- -																								
3	Respondent/s	Name	Division																									
		S.D.O (Elect.), TPWODL, Kantabanji	Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	20.05.2025																										
5	In the matter of-	<table><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) -		
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	<table><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																		
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																												
8	Date(s) of Hearing	20.05.2025																										
9	Date of Order	06.06.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kantabanji

Appeared:

For the Complainant -Sri Magsira Raiti
For the Respondent -Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. BGR/291/2025

Sri Magsira Raiti,
At-Deogaon, Po-Belpada,
Via-Bangomunda, Dist-Bolangir
Con. No. 912001023871
Con. No. 912001025395

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.06.06.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Magasira Raeti who is LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about generation of two no. of bills against a same consumer where the consumer no.s are 9120-0102-5395 & 9120-0102-3871. 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 : 20.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The representative of the consumer represented that he is availing power supply against cons. no. 9120-0102-5395 but one more bill with cons. no. 9120-0102-3871 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 (9120-0102-5395) is a LT-Irr. consumer availing power supply since Dec-2017. The billing dispute raised by the complainant for the duplicate billing requires field inspection for which 7 days time is required.

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

CO-OPTED MEMBER

MEMBER (Finn)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 07th Mar. 2018 and total outstanding upto Apr-2025 is ₹ 40,335.25p. As represented by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he has availed electrical connection against cons. no. 9120-0102-5395 with a CD of 2.5 KW. In the same time, another consumer no. 9120-0102-3871 has been generated against the same premises.

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 31st May 2025 and submitted the report on the same day vide ref. no. nil and certified that the initial connection having cons. no. 9120-0102-5395 is existing second connection having cons. no. 9120-0102-3871 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. 9120-0102-38712 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. 9120-0102-3871 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. 9120-0102-3871 must be carry-forward against cons. no. 9120-0102-5395.
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.


K.S.PADHIE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Magsira Raiti, At-Deogaon, Po-Belpada, Via-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."