



## 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/

4145

Dated, the

04/06/2025

**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/295/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Ghana Majhi, At-Pokhanmunda, Po-Kuibahal, Via-Tureikela, Dist-Bolangir		912001025773 912001026054	7853094774																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division 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></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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><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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8	Date(s) of Hearing	20.05.2025																																											
9	Date of Order	04.06.2025																																											
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 Ghana Majhi  
**For the Respondent** -Sri Kailash Ch. Swain, DFM (Auth. Representative)

**Complaint Case No. BGR/295/2025**

Sri Ghana Majhi,  
At-Pokhanmunda, Po-Kuibahal,  
Via-Tureikela, Dist-Bolangir  
Con. No. 912001025773  
Con. No. 912001026054

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.04.06.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Ghana Majhi 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 9120-0102-5773 & 9120-0102-6054. 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. 9120-0102-5773 but one more bill with cons. no. 9120-0102-6054 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 (9120-0102-5773) is a LT-Irr. consumer availing power supply since Dec-2019. 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 (Fin.)**

**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 15<sup>th</sup> Dec. 2019 and total outstanding upto Apr-2025 is ₹ 14,582.35p. 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. 9120-0102-5773 with a CD of 2.5 KW. In the same time, another consumer no. 9120-0102-6054 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. They had undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 31<sup>st</sup> May 2025 and submitted the report on the same day vide ref. no. nil and certified that the initial connection having cons. no. 9120-0102-5773 is existing second connection having cons. no. 9120-0102-6054 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 withdraw of all bills pertaining to cons. no. 9120-0102-6054 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. 9120-0102-6054 is to be withdrawn from the date of power supply and must be tagged as PDC category without liabilities.
2. All payments recorded (if any) against cons. no. 9120-0102-6054 must be carry-forward against cons. no. 9120-0102-5773.
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.PADHEE

CO-OPTED MEMBER

  
P.K.SAHOO

MEMBER (Fin.)

  
K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Ghana Majhi, At-Pokhanmunda, Po-Kuibahal, Via-Tureikela, Dist-Bolangir-767060.
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](http://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."**