



## **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/ 517<sup>6</sup>

Dated, the 24/07/2025

**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/356/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Sushanta Rout, At-Kalijharan, Po-Bidighat, Via-Chudapali, Dist-Bolangir	911211290039	9777551978																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.07.2025																										
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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><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	03.07.2025																										
9	Date of Order	24.07.2025																										
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 Chudapali

**Appeared:**

**For the Complainant** - Sri Sushanta Rout  
**For the Respondent** - Sri Sunil Kumar Swain, S.D.O, No. II, Bolangir

**Complaint Case No. BGR/356/2025**

Sri Sushanta Rout,  
At-Kalijharan, Po-Bidighat,  
Via-Chudapali, Dist-Bolangir  
Con. No. 911211290039

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.24.07.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Susanta Rout who is LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about generation of two no. of bills against a same consumer where the consumer no.s are 9112-1129-0039 & 9112-1129-0035. 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 : 03.07.2025**

**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. 9112-1129-0039 but one more bill with cons. no. 9112-1129-0035 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 (9112-1129-0039) 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.

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

**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 02<sup>nd</sup> Feb. 2011 and total outstanding upto Jun-2025 is ₹ 5,983.83p. As represented by the complainant and submission of OP, it is observed by the Forum that,

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

The complainant represented that he has availed electrical connection against cons. no. 9112-1129-0039 with a CD of 1.5 KW. In the same time, one more consumer no. 9112-1129-0035 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 10<sup>th</sup> Jul. 2025 and submitted the report on 14<sup>th</sup> Jul. 2025 before the Forum vide ref. no. nil and certified that the initial connection having cons. no. 9112-1129-0039 is existing second connection having cons. no. 9112-1129-0035 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. 9112-1129-0035 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.


1. The energy bills raised to the consumer against con. No. 9112-1129-0035 is to be withdrawn from the date of generation of bill i.e. from 02<sup>nd</sup> Feb. 2011 and must be tagged with PDC category.
2. All payments received (if any) against cons. no. 9112-1129-0035 must be carry-forward against cons. no. 9112-1129-0039.
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 Sushanta Rout, At-Kalijharan, Po-Bidighat, Via-Chudapali, Dist-Bolangir-767024.
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](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."**