



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/ 526⁵

Dated, the 29/07/2025

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/357/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Pallav Kumar Hota, For Sir Rinku Patra, At-Chandrasekhar Nagar, Po-Rajendra College, Dist-Bolangir		911001130696	7008612425																								
3	Respondent/s	Name EE, BED, 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 & 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><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></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) <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																		
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6. Others																													
8	Date(s) of Hearing	03.07.2025	14.07.2025																										
9	Date of Order	29.07.2025																											
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: GRF, Bolangir



Appeared:

For the Complainant

–Sri Pallav Kumar Hota

For the Respondent

–Sri Dipak Kumar Kar, Accountant (Auth. Representative)

Complaint Case No. BGR/357/2025

Sri Pallav Kumar Hota,
For Sri Rinku Patra,
At-Chandrasekhar Nagar,
Po-Rajendra College, Dist-Bolangir
Con. No. 911001130696

-

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

-

OPPOSITE PARTY

ORDER

(Dt.29.07.2025)

The complainant has appealed before the Forum on 03rd Jul. 2025 which has been registered as Case no. 357/2025. The complainant has raised grievances about billing with two different consumers with same billed units which needs to be revised.

Accordingly, hearing date has fixed on 14th Jul. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Pallav Kumar Hota who is a LT-Dom. (Poly phase) consumer availing a CD of 6 KW. He has disputed that the consumption units have been billed in two different consumers wrongly which needs to be revised. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 14.07.2025

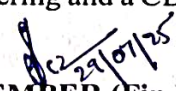
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir division. The complainant represented that he is availing power supply through three phase meter (Meter no. TWSC59034152). There is a separate connection bearing cons. no. 9112-1128-0908 in the name of Shri Lokanath Gadtya. The consumption unit of Shri Lokanath Gadtya is being added in his bill as well as separate bill is being generated based on his monthly consumption. The complainant disputed the same and requested before the Forum for revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul.-2024. The consumer is availing power supply at 400 volt with LT metering and a CD of 6 KW. There is another connection


CO-OPTED MEMBER


MEMBER (Fin.)
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PRESIDENT

in the name of Shri Lokanath Gadtya having consumer no. 9112-1128-0908 with a CD of 5 KW. At the time of extending power supply to Shri Lokanath Gadtya, wrongly the connection has been given to the outgoing side of Shri Rinku Patra, Cons. no. : 9110-0113-0696, resulting the consumption unit of Shri Gadtya is being billed against his consumer no. 9112-1128-0908 as well as 9110-0113-0696.

Considering the above, the OP requested before the Forum to consider this and allowed to deduct the billed unit of Shri Gadtya (9112-1128-0908) from the bill of Shri Rinku Patra (9110-0113-0696) and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Polyphase Dom. consumer with a CD of 6 KW. The consumer has availed power supply since 23rd Jul. 2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer Shri Rinku Patra(9110-0113-0696) is availing power supply at 400 volt with meter no. TWSC59034152. Also, another consumer Shri Loknath Gadtya (9112-1128-0908) is availing power supply with meter no. TWST17775534 since 30th Oct. 2024. At the time of giving power supply to Shri Gadtya, the OP wrongly giving power supply to the outgoing side of Shri Rinku Patra. As a result, the consumed unit of Shri Gadtya is being recorded in his meter as well as in the meter of Shri Rinku Patra also. Such type of negligence at the end of OP is not acceptable and violates OERC Regulation. The Forum has taken this as a **"SERIOUS NOTE"** and directed the OP to be more vigilant while giving power supply to new consumer.

During the course of hearing, the OP admitted the fact and agreed for bill revision of Shri Rinku Patra (9110-0113-0696).

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 incoming cable of Shri Lokanath Gadtya (9112-1128-0908) must be separated from the outgoing side of Shri Rinku Patra (9110-0113-0696) immediately.
2. The monthly units consumed against Shri Lokanath Gadtya (9112-1128-0908, Meter no. TWST17775534) from the date of power supply to the date of rectification is to be deducted from the bill of Shri Rinku Patra (9110-0113-0696).

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 Pallav Kumar Hota, At-Chandrasekhar Nagar, Po-Rajendra College, Dist-Bolangir-767002.
2. Executive Engineer, Bolangir Electrical Division, 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."