



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/ 589

Dated, the 14/08/2025

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/420/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Abhaya Sai, For Sri Prasanta Sai, At/Po-Desandh, Via-Deogaon, Dist-Bolangir		911001024840	8249920191																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	05.08.2025																											
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) 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	05.08.2025																											
9	Date of Order	14.08.2025																											
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 Budabahal

Appeared:

For the Complainant -Sri Abhaya Sai
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/420/2025

Sri Abhaya Sai
For Sri Prasanta Sai,
At/Po-Desandh, Via-Deogaon,
Dist-Bolangir
Con. No. 911001024840

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.14.08.2025)

During spot hearing at Budabahal consumer camp on dt.05.08.2025 the Complainant Sri Abhaya Sai appeared before the Forum in person and also Sri Narottam Maharana, S.D.O (Elect.), TPWODL, Tusura appeared as opposite party.

The Complainant bearing consumer no. 911001024840 in his written petition dt.05.08.2025 stated that he has been receiving two numbers of bills bearing two different consumer number but the connection is one. He has at times paid monthly bill on the fake number. He therefore requested before the Forum to discard such ambiguity and ascertain the correct consumer number and adjust payment against the actual one.

The opposite party on the other hand submitted a billing abstract for actual consumer no. 9110 0102 4840 pertaining to the period from February'2000 to June'2020. He also enclosed a PVR dt.05.08.2025 which reveals that the consumer is availing power supply against consumer no. 911001024840 and the other one bearing no. 911001024862 is detected to be fake. He also requested before the Forum to delete the second bill (fake bill) from the billing data and transfer the payments made against this to the genuine consumer number.

The Forum after going through all the relevant records placed before it observed that;

1. The consumer comes under LI (Irrigation) category with a CD of 2.5 KW.
2. Actually, two bills were being generated against one connection one out of which 2nd bill is a fake one. The actual number is 911001024840 to which power supply has been effected and the 2nd duplicate one bearing no. 911001024862 is detected to be a fake one.
3. The outstanding arrear by June'2025 has been arrived at Rs.21928.74 against actual consumer no. 911001024840.
4. The payments made against the duplicate/ fake number for Rs.23398/- on dt.03.12.2024 needs to be transferred to the actual one.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



The Forum therefore passes the order that;

1. The consumer no. 9110010248420 being the genuine one will stand on the database and the other one with no. 911001024862 needs to be deleted.
2. The payments done against the duplicate/ fake consumer number is to be withdrawn and credited to the genuine one i.e. Con. No. 911001024840.

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 Abhaya Sai, At/Po-Desandh, Via-Deogagon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."