



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No. GRF/BGR/Order/ 666

Dated, the 10/09/2025

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/468/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bhakta Thanapati, At/Po-Kamalpur, Via-B.M.Pur, Dist-Sonepur		915202181319	8455933077																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.08.2025																											
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	21.08.2025																											
9	Date of Order	10.09.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at B.M.Pur

Appeared:

For the Complainant - Sri Bhakta Thanapati
For the Respondent - Sri Abadhut Pradhan, AM (F&C) (Representative)

Complaint Case No. BGR/468/2025

Sri Bhakta Thanapati,
At/Po-Kamalpur, Via-B.M.Pur,
Dist-Sonepur
Con. No. 915202181319

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER

(Dt.10.09.2025)

During Camp Court hearing at B M Pur Sub-division office on 21st Aug. 2025, the consumer Shri Bhakta Thanapati was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Bhakta Thanapati who is LT-Dom. consumer availing a CD of 0.14 KW. He has disputed that he has not availed power supply against the above-stated consumer no. but regular bills have been served to this number which needs to be withdrawn. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 21.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-B M Pur section of B M Pur Sub-division.. The complainant represented that he is availing power supply against cons. no. 9152-0218-1319 but one more bill with cons. no. 9152-0218-1542 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 (9152-0218-1542) is a LT-Dom. consumer availing power supply since Mar-2013. 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 to make field inspection & to submit the report.

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 23rd Mar. 2013 and total outstanding upto Jan-2023 is ₹ 5,786.35p, thereafter no bill has been generated. 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. 9152-0218-1319 with a CD of 0.14 KW. In the same time, one more consumer no. 9152-0218-1542 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 the premises on 04th Sep. 2025 and submitted the report on 08th Sep. 2025 before the Forum vide ref. no. nil and certified that the initial connection having cons. no. 9152-0218-1319 is existing and second connection having cons. no. 9152-0218-1542 has been generated wrongly and the billing needs to be stopped and withdrawn.

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. 9152-0218-1542 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.

The energy bills raised to the consumer against con. No. 9152-0218-1542 is to be withdrawn from the date of generation of bill i.e. from 23rd Mar. 2013 and must be tagged with PDC category.

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.




P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhakta Thanapati, At/Po-Kamalpur, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."