



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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 176

Dated, the 24/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

| | | | | |
|----|--|--|---|---------------------------|
| 1 | Case No. | Complaint Case No. BGR/66/2026 | | |
| 2 | Complainant/s | Name & Address Sri Baishnaba Jagadala, At-Mendimal, Po-Hilung, Via-B.M.Pur, Dist-Sonepur | Consumer No 915202100016 | Contact No. 7750921307 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | Division Sonepur Electrical Division, TPWODL, Sonepur | |
| 4 | Date of Application | 18.02.2026 | | |
| 5 | In the matter of- | 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) – | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | |
| 7 | OERC Regulation(s) with Clauses | 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 | | |
| 8 | Date(s) of Hearing | 18.02.2026 | 19.03.2026 | |
| 9 | Date of Order | 24.03.2026 | | |
| 10 | Order in favour of | Complainant | √ Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |

MEMBER (Fin.)

PRESIDENT



Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - Sri Baishnaba Jagadala
For the Respondent - Sri Satya Priya Mahala, JSK-II (Auth. Representative)

Complaint Case No. BGR/66/2026

Sri Baishnaba Jagadala,
At-Mendamal, Po-Hilung,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915202100016

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.24.03.2026)

During Camp Court hearing at Ullunda Section office on 18th Feb. 2026, the consumer Shri Baisnaba Jagdala was represented before the Forum and submitted that he is availing power supply against cons. no. 9152-0213-1877 but the OP was raised another bill against cons. no. 9152-0210-0016. In the said camp court, Shri Somnath Seth, SDO-B M Pur was present as opposite party.

Accordingly, hearing date was fixed on 19th Mar. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

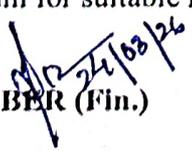
The Complaint petition filed by the consumer Shri Baisnaba Jagdala who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the false bill raised by the OP (Cons. no.: 9152-0210-0016) since the year 2007. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur Section of B M Pur Sub-division. The complainant represented that false bills has been generated in his name against cons. no. 9152-0210-0016 till Feb.-2024. For that, the total outstanding has been accumulated against cons. no. 18,379.11p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.


MEMBER (Fin.)


PRESIDENT



SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer bearing cons. no. 9152-0210-0016 is a LT-Dom. consumer availing power supply since 28th Jan. 2007. As per field verification dated 18th Mar. 2026, it is found that the consumer is using only one power supply against cons. no. 9152-0213-1877 and the service connection no. 9152-0210-0016 is not physically available in the consumer house.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply against cons. no. 9152-0210-0016 since 28th Jan. 2007 under DOM category and total outstanding upto Feb.-2024 is ₹ 18,379.11p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he is availing power supply against cons. no. 9152-0213-1877 since 30th Jul. 2018. But the OP was raised a false bill in his name against cons. no. 9152-0210-0016 and the bill raised against the said cons. no. should be waived.

The OP submitted that as per field verification, it is observed that the consumer is using only one power supply against cons. no. 9152-0213-1877 and the service connection no. 9152-0210-0016 is not physically available in the consumer house.

The Forum analysed the billing pattern and submission of the parties. The consumer-wise details are,

| CONS. NO. | CONS. NAME | CD (KW) | DATE OF POWER SUPPLY |
|----------------|-------------------|---------|----------------------|
| 9152-0210-0016 | BAISNAB JAGDALA | 2 | 28-01-2007 |
| 9152-0213-1877 | BISHNABA JAGADALA | 1 | 30-07-2018 |

The Forum observed that cons. no. 9152-0210-0016 has avail power supply since 28th Jan. 2007 multiple payments has been received till Feb.-2024. Also, in the second connection i.e. 9152-0213-1877, multiple payment has been received. In this regard, the submission of OP i.e. non-existence of cons. no. 9152-0210-0016 is not based on facts because if the consumer was not availed power supply, why he will make payment from dated 07th Dec. 2012 to 26th Feb. 2024. Hence, the Forum is of the opinion that the consumer has availed second supply during 30th Jul. 2018 which is continuing till date.

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 after 30th Jul. 2018 against cons. no. 9152-0210-0016 is to be waived. The closing arrear against cons. no. 9152-0210-0016 must be transferred to 9152-0213-1877. The payments made by the consumer against cons. no. 9152-0210-0016 after 30th Jul. 2018 must be taken into consideration against cons. no. 9152-0210-1877.

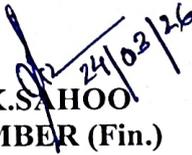
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MEMBER (Fin.)

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PRESIDENT



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.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Sri Baishnaba Jagadala, At-Mendamal, Po-Hilung, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”