



## 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/ 902<sup>CS</sup>

Dated, the 19/09/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/482/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Ghasanand Nanda, For Sri Lalbihari Nanda, At-Barkani, Po-Athgaon, Dist-Bolangir		911112330360	- -
3	Respondent/s	Name S.D.O (Elect.), No. 1, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.07.2024			
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) 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			
8	Date(s) of Hearing	29.07.2024			
9	Date of Order	19.09.2024			
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 Barkani

**Appeared:**

For the Complainant -Smt. Ghasanand Nanda  
For the Respondent -Sri Swadhin Sahu, OAG-II (Representative)

**Complaint Case No. BGR/482/2024**

Smt. Ghasanand Nanda,  
For Sri Lalbihari Nanda,  
At-Barkani,  
Po-Athgaon,  
Dist-Bolangir  
Con. No. 911112330360

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.19.09.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Ghasanand Nanda who is LT-Dom. consumer availing a CD of 1 KW. He has disputed about generation of two no. of bills against a same consumer where the consumer nos are 9112-1233-0360 & 9111-1233-1015. 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 : 29.07.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-II section of Balangir-I Sub-division. The consumer represented that previously he was getting supply against cons. no. 9111-1233-0360. In Saubhagya scheme, he has surrendered this connection & availed a new connection with cons. no. 9111-1233-1015 in Dec-2019 but still he is getting two bills against two consumer no. for which he requested before the Forum to stop the bill of cons. no. 9111-1233-0360. 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 without relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Sep.-2005. 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.

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 20<sup>th</sup> Sep. 2005 and the arrear outstanding upto Jun.-2024 is ₹ 93,555.78p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he has availed an initial connection on 20<sup>th</sup> Sep. 2005 having cons. no. 9111-1233-0360 with a CD of 1 KW. After introduction of Saubhagya scheme, he has surrendered this connection and availed a new connection on 02<sup>nd</sup> Dec. 2019 with a CD of 0.5 KW. But the earlier bill was not stopped rather continuing till date.

Against that, the OP was asked 7 day time to verify the matter and will make field inspection. They have undertaken to submit a detailed report within 7 days before the Forum. The OP fails to submit the required report within schedule time for which the matter was reminded to OP to submit the report at the earliest to resolve the consumer grievances. Finally, he has submitted the report on 12<sup>th</sup> Sep. 2024 vide ref. no. 792 and admitted that the initial connection having cons. no. 9111-1233-0360 was existing till Nov-2019 and in Dec-2019, a new connection with cons. no. 9111-1233-1015 has been released in the same premises and in the same name under "SOUBHAGYA SCHEME".


The Forum analysed the documents available with the Forum and version of both the parties and of the opinion to stop the billing of cons. no. 9111-1233-0360 w.e.f. Dec. 2019 as the subsequent connection has been released on 02<sup>nd</sup> Dec. 2019 under Soubhagya Scheme.

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. 9111-1233-0360 is to be withdrawn from 02<sup>nd</sup> Dec. 2019 to till date and must be tagged with PDC category.
2. The final arrear outstanding against cons. no. 9111-1233-0360 upto 01<sup>st</sup> Dec. 2019 must be carry-forward to 9111-1233-1015.
3. Any payment made against consumer no. 9111-1233-0360 after 01<sup>st</sup> Dec. 2019 must be adjusted against cons. no. 9111-1233-1015.
4. DPS is to be levied as per OERC Regulation.
5. 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. Smt. Ghasanand Nanda, C/o-Sri Lalbihari Nanda, At-Barkani, Po-Athgaon, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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:Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**