

# 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/ 848

Dated, the 31/08/2024

**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/494/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rajendra Gadtia, For Sri Bipin Gadtia, At/Po-Bilaisarda, Dist-Bolangir		911212200279	7978129633
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.08.2024			
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	06.08.2024			
9	Date of Order	31.08.2024			
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 Bilaisarda

**Appeared:**

**For the Complainant** -Sri Rajendra Gadtia  
**For the Respondent** -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

**Complaint Case No. BGR/494/2024**

Sri Rajendra Gadtia,  
For Sri Bipin Gadtia,  
At/Po-Bilaisarda,  
Dist-Bolangir  
Con. No. 911212200279

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.31.08.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Rajendra Gadatia who is LT-Dom. consumer availing a CD of 0.05 KW. He was disputed about generation of two no. of bills against a same consumer where the consumer nos. are 9112-1220-0279 (original connection) & 9112-1220-0203 (duplicate connection). 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 : 06.08.2024**

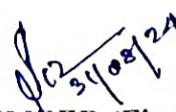
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer represented that he is receiving two no. of bills for a single connection i.e. 9112-1220-0279 & 9112-1220-0203 for which he requested before the Forum to drop the duplicate bill having cons. no. 9112-1220-0203. The complainant raised dispute against the said period 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 is a LT-Dom. consumer availing power supply since Aug-2013. The billing dispute raised by the complainant for the duplicate billing is genuine. Actually, the original consumer no. is 9112-1220-0279 but due to clerical error, duplicate bill has been generated against the same connection with cons. no. 9112-1220-0203 which needs to be waived from the database. As the above-stated period bill has not revised, it needs bill revision.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

  
**PRESIDENT**

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 0.05 KW. The consumer has availed power supply since 22<sup>nd</sup> Aug. 2013 and the arrear outstanding upto Jul.-2024 is ₹ 10,411.12p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that though there is a single connection exists with cons. no. 9112-1220-0279 but a duplicate bill has been generated in the same premises with cons. no. 9112-1220-0203. The connection-wise details are,

	9112-1220-0279	9112-1220-0203
Cons. name	Bipin Gadatya	Bipin Gadatya
CD (KW)	0.05	0.14
Dt. Of Supply	22.08.2013	02.02.2014
Arr. As on Jul-2014 (₹)	10411.12	93608.08

The OP admitted the facts as represented by the complainant. Also, the OP submitted two no. of PVR dated 06<sup>th</sup> Aug. 2024 certified that the later connection with cons. no. 9112-1220-0203 is a duplicate connection which needs to be stopped and all the billing made to be withdrawn.

The Forum analysed the documents provided by both the parties and of the opinion to stop the billing of the duplicate bill 9112-1220-0203 and all the billings made to be withdrawn.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 10,411.12p upto Jul.-2024.

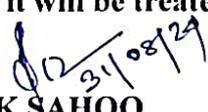
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

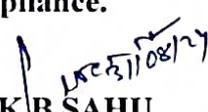
**The energy bills raised to the consumer against con. No. 9112-1220-0203 from the date of supply to till date must be withdrawn. Any payment made against this connection should be adjusted against cons. no. 9112-1220-0279. Also, cons. no. 9112-1220-0194 should be tagged with PDC category.**

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.**

  
K.S. PADHEE  
CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Rajendra Gadtia, At/Po-Bilaisarda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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.

**"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."**