



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/ 820th

Dated, the 30/08/2024

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/530/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Debendra Swain, For Smt. Maya Swain, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir		912123062464	8018622393
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	14.08.2024			
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) <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	14.08.2024			
9	Date of Order	30.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)
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[Signature]
PRESIDENT

Place of Hearing: Camp Court at Kholan

Appeared:

For the Complainant -Sri Debendra Swain
For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/530/2024

Sri Debendra Swain,
For Smt. Maya Swain,
At/Po-Kholan,
Via-Titilagarh,
Dist-Bolangir
Con. No. 912123062464

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that a duplicate bill has also been generated against the same connection with cons. no. 9121-3303-0422. He has submitted his grievances to drop the bill and waive the bills raised against the duplicate cons. no. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 14.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

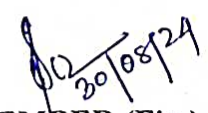
The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The complainant represented that he has been served with duplicate bill against a single DOM supply with cons. no. 9121-2306-2464 & 9121-3303-0422. He has requested to drop the duplicate bill and withdraw of all bills raised against the duplicate consumer account. The complainant raised dispute against the duplicate 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Jul-2018. The dispute raised by the complainant about the duplicate billing needs field verification and requested before the Forum to allow seven days to submit a detailed report.

Considering this, seven days time was allowed to submit a detailed report. On the same day, a PVR was received by the Forum prepared by ESO-II, Titilagarh with countersigned by the OP which was taken into record.


CO-OPTED MEMBER


MEMBER (Fin.)


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 04th Jul. 2018 and the arrear outstanding upto Jul.-2024 is ₹ 35,841.50p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply against cons. no. 9121-2306-2464 but at the same time, an another similar bill has been generated in the same DOM. Connection with cons. no. 9121-3303-0422. As represented by the consumer that this a duplicate bill with separate cons. no. which needs to be dropped. Against that, the Forum directed the OP to conduct a field enquiry and to submit a detailed report. The OP has taken pro-active action and conducted the field enquiry on the same date and submitted a PVR prepared by ESO-II, Titilagarh with countersign of OP and certified that both the bills relate to a single DOM supply.
2. Considering the PVR of ESO-II, Titilagarh, the Forum found that con. No. 9121-3303-0422 should be treated as duplicate bill and needs to be stopped.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 duplicate cons. no. 9121-3303-0422 must to be stopped with immediate effect. Also, all the bills raised must be withdrawn.**
2. **The payment received against the duplicate bill 9121-3303-0422 must be adjusted against cons. no. 9121-2306-2464.**

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 Debendra Swain, At/Po-Kholan, Via-Titilagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."