



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/ 976^S

Dated, the 30/09/2024

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/640/2024		
2	Complainant/s	Name & Address Sri Dingar Rana, At/Po-Desandh, Via-Deogaon, Dist-Bolangir	Consumer No 911524130723 911524130172	Contact No. 7853091501
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.09.2024		
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	20.09.2024		
9	Date of Order	30.09.2024		
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 Budabahal

Appeared:

For the Complainant -Sri Dingar Rana
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/640/2024

Sri Dingar Rana,
At/Po-Desandh,
Via-Deogaon,
Dist-Bolangir
Con. No. 911524130723
911524130172

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.09.2024)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Dingara Rana 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 9115-2413-0723 (original connection) & 9115-2413-0172 (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 : 20.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

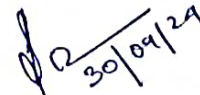
The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he is receiving two no. of bills for a single connection i.e. 9115-2413-0729 & 9115-2413-0172 for which he requested before the Forum to stop the second bill having cons. no. 9115-2413-0172. The 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 Jul.-2018. The billing dispute raised by the complainant for the duplicate billing is genuine. Actually, the original consumer no. is 9115-2413-0729 but due to clerical error, duplicate bill has been generated against the same connection with cons. no. 9115-2413-0172 which needs to be waived from the database. As the above-stated period bill has not revised, it needs bill revision.

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


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 17th Jul. 2018 and the arrear outstanding upto Aug.-2024 is ₹ 7,726.66p. 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. 9115-2413-0729 but a duplicate bill has been generated in the same premises with cons. no. 9115-2413-0172. The connection-wise details are,

	9115-2413-0729	9115-2413-0172
Cons. name	Dingara Rana	Dingara Rana
CD (KW)	0.5	0.5
Dt. Of Supply	17.07.2018	17.07.2018
Arr. As on Aug.-2014 (₹)	7,726.66	266.35

The OP admitted the facts as represented by the complainant. Also, the OP submitted PVR dated 25th Sep. 2024 and certified that the later connection with cons. no. 9115-2413-0172 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 9115-2413-0172 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 ₹ 7,726.66p upto Aug.-2024 against cons. no. 9115-2413-0723.

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. 9115-2413-0172 from the date of supply to till date must be withdrawn. Any payment made against this connection should be adjusted against cons. no. 9115-2413-0723. Also, cons. no. 9115-2413-0172 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 Dingar Rana, At/Po-Desandh, Via-Deogaon, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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 → 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."