



## 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/ 1016<sup>GR</sup>

Dated, the 29/10/2024

**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/665/2024																																			
2	Complainant/s	Name & Address Sri Prahallad Mahakur, For Sri Champeswar Mahakur, At/Po-Hilung, Dist-Sonepur		Consumer No 915203011275 915203011276	Contact No. 9861255679																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																																	
4	Date of Application	05.10.2024																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																										
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8	Date(s) of Hearing	05.10.2024																																			
9	Date of Order	29.10.2024																																			
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 B.M.Pur

**Appeared:**

**For the Complainant** –Sri Prahallad Mahakur

**For the Respondent** –Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/665/2024**

Sri Prahallad Mahakur,  
For Sri Champeswar Mahakur,  
At/Po-Hilung,  
Dist-Sonepur  
Con. No. 915203011275  
915203011276

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.29.10.2024)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Prahallad Mahakur 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 no.s are 9152-0301-1275 & 9152-0301-1276. 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 : 05.10.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

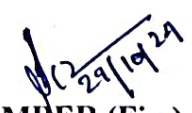
The complainant is a consumer under Subalaya section of B M Pur Sub-division. The representative of the consumer represented that previously he was getting supply against cons. no. 9152-0301-1275 & 9152-0301-1276 for which he requested before the Forum to stop the bill of cons. no. 9152-0301-1276. The 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 Dec.-2015. 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 11<sup>th</sup> Dec. 2015 and total outstanding upto Sep.-2024 is ₹ 49,511.22p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that he has availed electrical connection on 11<sup>th</sup> Dec. 2015 having cons. no. 9152-0301-1275 with a CD of 1 KW. In the same time, another consumer no. 9152-0301-1276 has been generated in the same name with same date of supply.

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 15<sup>th</sup> Oct. 2024 vide ref. no. nil and admitted that the initial connection having cons. no. 9152-0301-1275 is existing second connection having cons. no. 9152-0301-1276 has been released wrongly and the billing has been stopped w.e.f. Mar-2024 with total outstanding of ₹ 13,224.73p.

The Forum analysed the documents available with the Forum and version of both the parties and of the opinion to withdrawn of all bills pertaining to cons. no. 9152-0301-1276 since the date of release of power supply.

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. 9152-0301-1276 is to be withdrawn from 11<sup>th</sup> Dec. 2015 and must be tagged with PDC category.
2. Any payment made against consumer no. 9152-0301-1276 must be adjusted against cons. no. 9152-0301-1275.
3. DPS is to be levied as per OERC Regulation.
4. 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. Sri Prahallad Mahakur, At/Po-Hilung, Dist-Sonepur.
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](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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**