



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/ 1175

Dated, the 31/12/2024

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/764/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sudhir Khamari, For Sri Jitendra Khamari, At/Po-Mandal, Dist-Bolangir		912001021116	9937526126																								
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	17.12.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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) <u>155, 157</u></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) <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																		
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8	Date(s) of Hearing	17.12.2024																											
9	Date of Order	31.12.2024																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: Camp Court at Dhumabhata

Appeared:

For the Complainant -Sri Sudhir Khamari
For the Respondent -Sri Kailash Chandra Swain, DFM (Auth. Representative)

Complaint Case No. BGR/764/2024

Sri Sudhir Khamari,
For Sri Jitendra Khamari,
At/Po-Mandal,
Dist-Bolangir
Con. No. 912001021116

COMPLAINANT

-Versus-

Executive Engineer,
Titilagarh Electrical Division,
TPWODL, Titilagarh

OPPOSITE PARTY



ORDER
(Dt.31.12.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sudhir Kumar Khamari who is LT-Irr. consumer availing a CD of 2.5 KW. He was disputed about generation of two no. of bills against a same consumer where the consumer no.s are 9120-0102-1116 & 9120-0102-4110. 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 : 17.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belapada section of Patnagarh Sub-division. The representative of the consumer represented that previously he was getting supply against cons. no. 9120-0102-1116 & 9120-0102-4110 for which he requested before the Forum to stop the bill of cons. no. 9120-0102-4110 as duplicate bill has been generated. 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 with relevant record. On defence, he intimated that the consumer (9120-0102-1116) is a LT-Irr. consumer availing power supply since Apr.-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-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 22nd Jun. 2015 and total outstanding upto Dec-2016 is ₹ (-) 152.41p, thereafter no bill has been generated. 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 22^{ns} Jun. 2015 with cons. no. 9120-0102-1116 with a CD of 2.5 KW. In the same time, another consumer no. 9120-0102-4110 has been generated in the same name with date of supply is 27th Apr. 2015.

Against that, the OP was asked 7 day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 21st Dec. 2024 and submitted the report on 27th Dec. 2024 vide ref. no. nil and certified that the initial connection having cons. no. 9120-0102-1116 is existing second connection having cons. no. 9120-0102-4110 has been released wrongly and the billing needs to be stopped.

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. 9120-0102-4110 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. 9120-0102-4110 is to be withdrawn from the date of power supply and must be tagged with PDC category.
2. The consumer has to pay the MMFC & other statutory charges from Dec-2016 onwards as per CI-1 of agreement executed by the consumer with the licensee.
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 Sudhir Khamari, At/Po-Mandal, Dist-Bolangir.
2. Executive Engineer, Titilagarh Electrical 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.

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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."