

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),

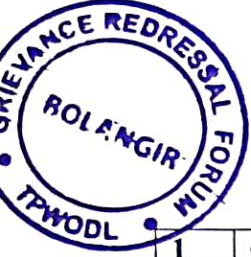
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 272^{CS}

Dated, the 28/02/2024

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/113/2024		
2	Complainant/s	Name & Address Sri Daya Sagar Sunani, At-Bagudar, Po-Mandal, Dist-Bolangir	Consumer No 912001021403	Contact No. 9556916429
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	06.02.2024		
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	15.02.2024		
9	Date of Order	28.02.2024		
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: GRF, Bolangir

Appeared:

For the Complainant

-Sri Daya Sagar Sunani

For the Respondent

-Sri Kailash Chandra Swain, DFM (Auth. Representative)

Complaint Case No. BGR/113/2024

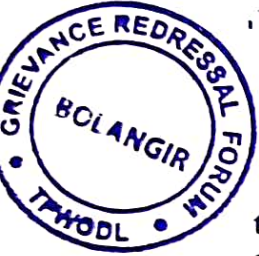
Sri Daya Sagar Sunani,
At-Bagudar,
Po-Mandal,
Dist-Bolangir
Con. No. 912001021403

- **COMPLAINANT**

-Versus-

Executive Engineer,
Titilagarh Electrical Division,
TPWODL, Titilagarh

- **OPPOSITE PARTY**



ORDER
(Dt.28.02.2024)

During hearing on dt.15.02.2024 the Complainant Sri Daya Sagar Sunani appeared before the Forum in person whereas Sri Kailash Chandra Swain, DM (F&C), TED, TPWODL, Titilagarh appeared as opposite party on behalf of EE, TED, TPWODL, Titilagarh.

The Complainant bearing consumer no. 912001021403 in his written petition dt.06.02.2024 i.e. during a GRF camp held at Mandal under Belpada section of Patnagarh sub-division stated that;

- Money receipt of Rs.5000/- against receipt no. A94143189 dt.31.08.2016 has not been credited to his account.
- Despite a single point power supply an another bill with consumer no. 912001024189 is being generated which requires to be stopped forthwith.

He therefore requested before the Forum to redress his grievance by way of an appropriate bill revision.

The opposite party admitted to the facts so stated by the Complainant and submitted a PVR with a written version dt.12.02.2024 along with a billing abstract concerning to the period from April'2018 to January'2024 which indicates that;

- 1) The consumer comes under Irrigation category with CD of 2.5 KW.
- 2) The amount of Rs.5000/- has actually been not credited as paid on dt.31.08.2016.
- 3) An additional bill against the same consumer has wrong been generated with a different account number will also be taken care of.

The Forum after going through all the records placed before it and the version stated by the opposite party is of the opinion for due credit of the misposting done and to stop the additional bill so raised.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.


- 1) The payment of Rs.5000/- made on dt.31.08.2016 vide M.R. No. A9/4143189 and Rs.2000/- paid by the Complainant against fake consumer no. 912001024189 is to be duly credited to his account immediately.
- 2) The additional duplicate bill which are being raised against the Complainant with consumer no. 912001024189 are to be stopped forthwith.

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 Daya Sagar Sunani, At-Bagudar, 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.

"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."