

# 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),

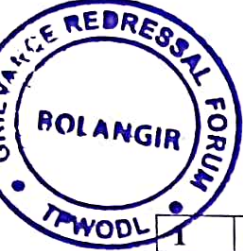
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 273

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/116/2024		
2	Complainant/s	Name & Address Sri Sankirtan Sunani, For Sri Haribandhu Sunani, At-Bagudar, Po-Mandal, Dist-Bolangir	Consumer No 912001021404	Contact No. 6370727541
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) <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	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 Sankirtan Sunani  
**For the Respondent** -Sri Kailash Chandra Swain, DFM (Auth. Representative)

**Complaint Case No. BGR/116/2024**

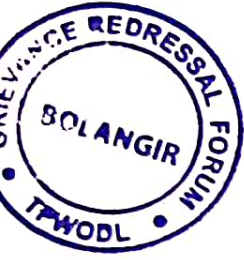
Sri Sankirtan Sunani,  
For Sri Haribandhu Sunani,  
At-Bagudar,  
Po-Mandal,  
Dist-Bolangir  
Con. No. 912001021404

- ' 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 Sankirtan 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. 912001021404 in his written petition dt.06.02.2024 i.e. during a GRF camp held at Mandal under Belpada section of Patnagarh sub-division disputed generation of an additional bill with a consumer no. 912001024187 although he has a single connection of power supply having actual consumer no. 912001021404. He therefore requested the Forum to stop raising of such additional bill and settle his grievance once for all.

On the other hand the opposite party submitted a billing abstract concerning to the period from April'2018 to January'2024 having enclosed a written version with PVR dt.12.02.2024 which reveals that;

- 1) The consumer comes under Irrigation category with a CD of 2.5 Kw.
- 2) On field enquiry it has been found that there is only one single premises where power supply under Irrigation category has been released in the name of Sri Haribandhu Sunani with consumer no. 912001021404 but mistakenly another additional bill with the same name but a different consumer no. 912001024187 is simultaneously being generated. Steps are to be taken to withdraw the additional connection immediately.

He therefore requested the Forum to do the needful as deemed fit in this regard.

The Forum after going through the records with PVR, observed that;

- 1) The meter with Sl. No. 10053415 does exist in the premises having CMR at 0631 Kwh on dt.12.02.2024.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT



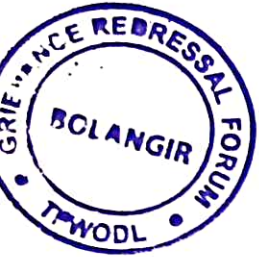
- 2) The date of installation of the above meter is dt.30.12.2023.
- 3) The opposite party in his written version has also stated to drop the additional bills so raised erroneous and to look after the misposting of Rs.4187/- issued against account no. 912001024187.

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

1. The second bill raised with a fake consumer no. 912001024187 is to be dropped forthwith.
2. The misposting of Rs.4187/- credited against consumer no. 912001024187 is to be adjusted against consumer no. 912001021404.

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.**



*[Signature]*  
**K.S.PADHEE**

**CO-OPTED MEMBER**

*[Signature]*  
**P.K.SAHOO**  
**MEMBER (Fin.)**

*[Signature]*  
**K.B.SAHU**  
**PRESIDENT**

Copy to: -

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