

GRIEVANCE REDRESSAL FORUM, BOLANGIR

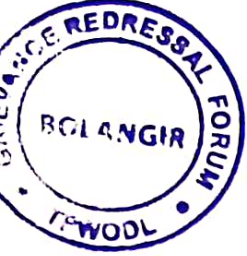
(Infront of Children's Park),

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/ 274

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/120/2024			
2	Complainant/s	Name & Address Sri Dambarudhar Punji, At-Bagudar, Po-Mandal, Dist-Bolangir		Consumer No 912001020817	Contact No. 9777157325
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 Dambarudhar Punji
For the Respondent –Sri Kailash Chandra Swain, DFM (Auth. Representative)

Complaint Case No. BGR/120/2024

Sri Dambarudhar Punji,
At-Bagudar,
Po-Mandal,
Dist-Bolangir
Con. No. 912001020817

- **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 Dambarudhar Pujni 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. 912001020817 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 the generation of an additional bill bearing consumer no. 912001024184 although actual consumer having no. 912001020817 belongs to him. He therefore requested before the Forum to stop the additional bills raised which does not exists atall.

On the other hand the opposite party submitted a billing abstract pertaining to the period from April'2018 to December'2023 having being enclosed with a written version and PVR drawn on dt.12.02.2004 which indicates that;

1. The consumer comes under Irrigation category with CD of 2.5 KW.
2. It is true that two nos. of bills are being raised simultaneously in the same name and address but with different consumer number having actual number being 912001020817 and by mistake another additional bill with consumer no. 912001024184 is being generated wrongly as ascertained from a field enquiry.
3. A meter with Sl. No. 100053989 does exist in the premises with CMR 032 Kwh as on dt.12.02.2024.

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

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

1. The additional bill generated with consumer no. 912001024184 is a fake one as per version given by the opposite party.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

2. The date of installation of meter as per PVR dt.12.02.2024 appears to be dt.30.12.2023 with its status being ok with CMR 032 Kwh as on dt.12.02.2024.
3. The date of power supply to the premises is seen to be dt.26.12.2015 with arrear of Rs.15684.76.


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

The additional and duplicate bill raised with consumer no. 912001024184 is to be stopped forthwith and relating bill amount raised to be withdrawn.

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 Dambarudhar Punji, 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."