

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),

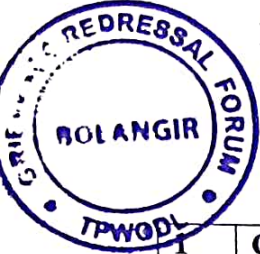
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No. GRF/BGR/Order/ 275⁽⁵⁾

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/124/2024		
2	Complainant/s	Name & Address Sri Aruna Nial, For Sri Parikhita Nial, At-Bagudar, Po-Mandal, Dist-Bolangir	Consumer No 912001021406	Contact No. 9777910863
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	<input checked="" type="checkbox"/>
		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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

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

Complaint Case No. BGR/124/2024

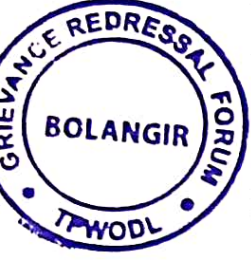
Sri Aruna Nial,
For Sri Parikhita Nial,
At-Bagudar,
Po-Mandal,
Dist-Bolangir
Con. No. 912001021406

- **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 Aruna Nial 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. 912001021406 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 raising of duplicate bill with consumer no. 912001024190 in the same name and address despite a single point power supply. He therefore requested before the Forum to stop issue of such fake additional bill with its accrued bill amount.

The opposite party on the other hand submitted a billing abstract pertaining to the period from April'2018 to November'2023 supplemented with a PVR and written version dt.12.02.2024 which indicates that;

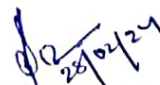
1. The consumer comes under Irrigation category with a CD of 2.5 KW.
2. He admitted that an additional bill is being raised with the same name and address but with a different consumer no. 912001024190 which is ascertained to be a fake one after a physical verification at spot.
3. He is also agreed to withdraw the bill amount as raised in the fake account number.

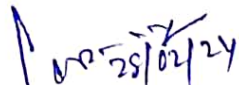
He therefore requested the Forum to pass an order as deemed fit in this regard.

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

- a. Raising of a second bill having consumer no. 912001024190 in the same consumer is erroneous and needs to be stopped forthwith on withdrawal of arrear being accrued therewith.


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT

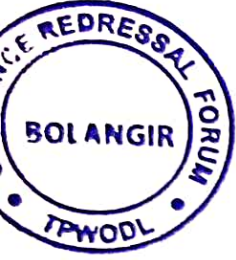
- b. A meter bearing no. 10054742 installed on dt.26.12.2023 in the premises of consumer no. 912001021406 with ok status exists in the premises concern with date of installation of the same on dt.26.12.2023 having CMR as on dt.12.02.2024 to be 0659 Kwh.

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

Issue of additional and fake bills with consumer no. 912001024190 is to be stopped forthwith having withdrawal of the bill amount accrued till date.

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 Aruna Nial, 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."