

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Present:

Sri Achyutananda Meher ...

President

Sri Pulakesh Dasbhaya ...

Member (Finance)

1	Case No.	RKL/ 110 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Tripua Pradhan		8147-1137-0952		
		At/PO-Kasada, Bonai,		Contact No.:		
		Dist- Sundargarh.		6371346398		
3	Respondent	Name		Division		
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		21.02.2024			
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		42(5)			
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			157	
8	Date(s) of Hearing		21.02.2024			
9	Date of Order		29.02.2024			
10	Order in favour of		Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.				Nil	
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Dusmanta Pradhan		Er. Anukul Chandra Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bonai Electrical Sub-division of Rourkela Sadar Electrical Division camp on 21-02-2024, the complainant appeared before the Forum whereas SDO-Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814711370952 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submits that, high consumption bills have been served to him due to which high billings have been done resulted to accumulation of arrear.
- He further submits that; he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jun'2019 to Jan'2024.
- The respondent also agreed to the high consumption/provisional billing from Sep'2019 to Dec'2019 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- That the complainant has been given power supply on 25-06-2019 with installation of a new meter bearing Sl. No. 435092 and billing has been done on actual meter reading up to Aug'2019 with a meter reading of "213".
- In the month of Sep-Oct'2019 billing has been done @ 2220 units by wrong punching of meter reading as "2433". For the month of Nov-Dec'2019, provisional bill has been served. Later, the meter reading has been corrected in the billing month of Jan-Feb'2020 as "300".
- Therefore, it is decided by the Forum that, the wrong bills should be revised.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The wrong bills served to the complainant from Sep'2019 to Feb'2020 are to be revised by taking the IMR as "213" and FMR as "300" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-03-2024**.

"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 Grievances Redressal Forums".


Member (F)


President

No. GRF/RKL/ 128⁽⁴⁾
Certified Copy to:

Date: 29/02/2024

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

