

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)
Sri Girish Ch. Mohapatra ... Co-opted Member

1	Case No.	RKL/ 1325 /2023				
2	Complainant	Name & Address:		Consumer No:		
		Archana Pattern Shop		8140-0105-0171		
		C/O- Saroj Kumar Dash Plot No.B/43/B, IDCO, Industrial Estate, Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 7008343805		
3	Respondent	Name		Division		
		Executive Engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		14.11.2023			
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):				Cluses	
	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				
8	Date(s) of Hearing		28.11.2023/29.11.2023			
9	Date of Order		30.03.2024			
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:			
	Sri Saroj Dash		Sri Prashant Swain, Manager (Fin. & Com.)			

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 1325 of 2023. Brief facts pertaining to the case are that the Complainant is a LT-INDUSTRIAL(S) SUPPLY<22 KVA consumer having consumer No. 814001050171 with contract demand of 8.00 KW.

That the Complainant has raised objection regarding high consumption billing than his average billing per month which comes around 1100 to 200 units. He has also requested the forum to recheck his meter and real reason for reading mismatch.

Gist of Arguments made by the Parties

During the hearings on dated 28-11-2023 and 29-11-2023, both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- a. That, I am Saroj Kumar Dash partner of Laxmi baraha auto udyog bearing shed no B/43/B industrial estate, Rourkela-4 stand in the name of Archana pattern shop.
- b. Now we are facing problem in monthly meter reading. We are not satisfied on that. On 2021 Aug or Sep month meter installed by TPWODL. After that our meter reading coming high. But after Mar'2022 reading fully mismatch our consumption. In some months it is coming Zero and in next month it is coming 60,000/-.
- c. I am unable to understand that meter reading. So kindly provide up to date billing statements and also recheck my meter and clarify what is the real reason of meter reading mismatch.

2. Reply Submission of the Respondent:

- i. The respondent produced the billing abstract from Mar'2021 to Oct'2023 and a copy meter installation report dated 15-05-2023 mentioning the final meter reading of old meter bearing Sl. No. TPU26471 is "42937".
- ii. The respondent also submitted the meter test report dated 06-02-2023 on a later date of 29-11-2023.
- iii. The respondent also submitted the dump report on 30-11-2024.

Findings and Observations of the Forum

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

1. That the complainant has been billed on actual meter readings up to Apr'2023 with a meter reading of "37695" (Reading date is 29-04-2023) of meter no. TPU26471 and on 15-05-2023 a new meter installed bearing Sl. No. 10033878 with a final meter reading of old meter as "42937".
2. It is also confirmed by the forum from MRT Rourkela that the final meter reading of old meter is "42937".
3. It is also confirmed by the forum from the meter test report dated 06-02-2023 submitted by AM (MRT), Rourkela mentioning the meter accuracy found within permissible limit i.e. 0.39%.

Directions of the forum

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

The objection raised by the complainant regarding high consumption billing is hereby denied and rejected.

However, for his own satisfaction regarding meter readings, the complainant can avail meter dump data as per section 147(iv) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, where it is clearly mentioned:

"For obtaining dump data, the consumer shall have to pay Rs.100/- in case of LT and Rs.500/- in case of HT, EHT, which may change by an order of the Commission from time to time."

"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".


Co-Opted Member


Member (F)


President

No. GRF/RKL/ 247⁽⁴⁾

Date: 30/03/2024

Certified Copy to:

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

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