

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/ 133 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bunty Agarwal		8141-2220-0239	
		Plot No.M/18, Area 7 & 8, At/PO- Civil Township, Rourkela-769004, Dist- Sundargarh.		Contact No.: 9861040291	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	04.03.2024			
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	07.03.2024/16.03.2024			
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 Anand Mittal		1. Er. Sandeep Parida, SDO 2. Sri Jai Krushna Sahoo, OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 133 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814122200239 with contract demand of 3.00 KW.

That the Complainant has raised objection regarding continuation of billing on provisional and average basis even after permanent disconnection of his service connection.

Gist of Arguments made by the Parties

During the hearings on dated 07-03-2024 and 16-03-2024, both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- a. That, I want to bring to your kind notice that, there was a meter connection in our plot no. M-18, Civil Township, Rourkela, in the name of Rajesh Kumar Agarwal bearing cons. No. 8141-2220-0239.
- b. During Aug'2014, I had cleared all the dues of the electric connection and had applied for disconnection of line by paying the disconnection fees on date 27-08-2014. The copy of application and bill payment receipt and authorization letter is attached herewith for your reference.
- c. During Feb'2019, I had applied for a NOC from WESCO and had received the same on dated 25-02-2019.

He also requested the Forum to kindly withdraw all the provisional dues which are reflecting in this consumer no. and give the no dues certificate.

2. Reply Submission of the Respondent:

- i. The respondent produced the billing abstract from Oct'2013 to Sep'2021 with a PVR dated 06-03-2024 mentioning that there is no service connection and no meter found as site & house is demolished.

- ii. The respondent also submitted his final submission vide letter no. 68 dated 21-03-2024.
- iii. The respondent submitted that, the consumer has been billed on actual basis up to Jul'2014, thereafter provisional bill up to Nov'2014 and after 2 months fixed charges (Dec'14 and Jan'15) afterwards bill stopped from Feb'15 onwards. The consumer has paid disconnection fees vide MR No. 0702088 on 27-08-2014 amount of Rs.150.00 and Security deposit amount Rs.645/- is also adjusted in Mar'19.
- iv. The respondent further submitted that, as per verification report submitted by ESO Civiltownship, it is found that the house is in a dilapidated condition, there is no s/c and meter exist in the premises at present.

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 Jul'2014 with a meter reading of "16741" of meter no. 859544 and from Aug'2014 to Nov'2014 provisional bills have been served and from Dec'2014 to Jan'2015 only fixed charges billing has been done.
2. It is noted by the forum that no bills have been raised from Feb'2015 onwards. But it is also noted that on 21-02-2019 the complainant has cleared Rs.6226.00 and a sundry amount of Rs.645.00 which has been given as an adjustment of security deposit.
3. Now, the complainant has again requested for withdrawal of Provisional billing from Aug'2014 to Nov'2014 and issue no dues certificate to him.

Directions of the forum

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

- The provisional/average bills served to the complainant from Aug'2014 to Nov'2014 are to be withdrawn 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.
- The respondent is directed to issue no dues certificate to him.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **30-04-2024**.

"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".



Co-Opted Member



Member (F)



President

No. GRF/RKL/ 249⁽⁴⁾

Date: 30/03/2024

Certified Copy to:

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