

# 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 Chandra Mohapatra ... Co-opted Member

1	Case No.	<b>RKL/134/2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Md Islam Qureshi At/PO- Qureshi Mohalla, Rourkela, Dist- Sundargarh.		8112-2314-0434		
				Contact No.:		
		Nil				
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	06.03.2024				
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):				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			157	
8	Date(s) of Hearing	06.03.2024				
9	Date of Order	12.03.2024				
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:			
	Md Islam Qureshi		Er. Abhiram Swain, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Main Road Electrical section of Rourkela Electrical Division camp on 06-03-2024, the complainant appeared before the Forum whereas SDO-II, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 811223140434 with connected load of 1.00 KW. That the Complainant has raised objection the DPS charged to him on the wrong bills which were 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, he has been served with high consumption bills due to defective meter. After that DPS has been charged to him on this wrong bill which is not justified.
- 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 Apr'2018 to Jan'2024.
- The respondent also agreed to the wrong DPS charged in the bill 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 as per GRF order no. 313/Main Road/2022, the bill of the complainant has already been revised from Mar'2016 to May'2022 due to meter defective as tested by MRT.
- But is noted by the Forum that, the revised bill amount only includes EC and ED amount and DPS has been excluded from the bill revision. No DPS charged on the wrong billing and arrear has been withdrawn.
- Therefore, it is decided by the Forum that, DPS charged on wrong bills should be withdrawn.
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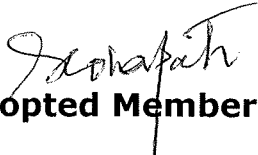
### **Directions of the forum**

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

- The DPS charged on wrong bills are to be withdrawn.
- Any adjustments done during the revision period are also to be taken in to consideration.

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/ 151<sup>(4)</sup>

Date: 12/03/2024

Certified Copy to:

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

