

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.	RKL/ 1384 /2023			
2	Complainant	Name & Address:		Consumer No:	
		Md. Anish Shoe Merchant		8110-0104-0187	
		Plot No.129/1295		Contact No.:	
At/PO- Bisra, Rourkela, Dist- Sundargarh.		7008197834			
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	18.12.2023			
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):	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	28.12.2023			
9	Date of Order	29.01.2024			
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 Zahid	Sri Chitta Ranjan Dash, Dy. Manager			

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 1384 of 2023. Brief facts pertaining to the case are that the Complainant is a HT-INDUSTRIAL(M) SUPPLY consumer having consumer No. 811001040187 with contract demand of 90.00 KW.

That the Complainant has raised objection regarding the billing served to him during the period of disconnection. 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

During the hearing on dated 28-12-2023 both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submits that, billing with consumption has been served to him during the period of disconnection 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 Apr'2022 to Sep'2023 and a PVR dated 19-10-2023 mentioning that the supply is disconnected from 28-03-2023.
- The respondent also agreed to the billing with consumption has been served to him during the period of disconnection. 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 billed on actual meter readings up to Mar'2023 with a meter reading of "167.1" of meter no. TPWH0187.
- As per submission of the respondent, the supply was disconnected on 28-03-2023 due to non-payment of electricity dues.
- But it is noted by the forum that after disconnection consumption of 2 to 4 units has been recorded by the meter and a maximum demand of 66.08 in the month of May'2023 and 66.24 in the month of Jul'2023 and Aug'2023 has been recorded in the meter.
- Therefore, the Forum asked for the Dump report to make a right decision.
- The respondent submitted the dump report on 02-01-2024 with an explanation that "advance in reading might be due to power supply not effectively disconnected. Two fuse links out of three might have been present for availing light load on consumer's side" which means there was no disconnection of the power supply and complainant has availed the light load.
- Again, regarding maximum demand recorded in the month of May'2023, Jul'2023 and Aug'2023, it is noted from the dump report that the maximum demand recorded during the above mentioned months are "0.00".
- Therefore, it is decided by the Forum that, the disputed period bills should be revised.

Directions of the forum

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

- The bills served to the complainant from Apr'2023 to Sep'2023 are to be revised as per actual meter reading and maximum demand recorded as mentioned in dump report 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 **29-02-2024**.

"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/ 42⁽⁴⁾

Date: 30/01/2024

Certified Copy to:

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