

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/ 184 /2024 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Maheswar Chand At/PO- Medical Road, Dist- Sundargarh. | | 8121-2105-0138 | |
| | | | | Contact No.: | |
| | | Nil | | | |
| 3 | Respondent | Name | | Division | |
| | | SDO-Sundargarh, SED, TPWODL, Sundargarh. | | SED, TPWODL, Sundargarh. | |
| 4 | Date of Application | 20.03.2024 | | | |
| 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 | 20.03.2024 | | | |
| 9 | Date of Order | 28.03.2024 | | | |
| 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: | | |
| | Maheswar Chand | | Er. Tushar Kanti Naik, SDO | | |

ORDER

Brief Facts of the Case

During the spot hearing at Sundergarh Electrical Sub-division of Sundergarh Electrical Division camp on 20-03-2024, the complainant appeared before the Forum whereas SDO-Sundergarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 812121050138 with connected load of 0.50 KW. That the Complainant has raised objection the wrong bill served to him during the disconnection period. 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, average bills have been served to him during the disconnection period 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 Jan'2021 to Feb'2023 and a PVR dated 19-02-2024 and 18-03-2024 mentioning the meter the supply is disconnected from Jul'2021.
- The respondent also agreed to the provisional/average billing from Jul'2021 to Feb'2023 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 billed on actual meter readings up to Jun'2021 with a meter reading of "5949" of meter no. LW092694. From Jul'2021 to Feb'2023, provisional/average bills have been served @ of 41 units, 83 units, 86 units etc. From Feb'2023 to till date no bills have been generated.
- As per PVR submitted by the respondent and certified by Executive Engineer, the supply was disconnected from Jul'2021 as the premises has been demolished due to expansion of medical premises. It is also noted as per PVR submitted by the respondent that wrong actual billing has been done in Feb'2023 which also to be withdrawn.
- Therefore, it is decided by the Forum that, the disconnection period bills should be withdrawn.

Directions of the forum

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

- As the complainant has not availed the power supply, the bills from Jul'2021 to Feb'2023 are to be withdrawn.
- 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 **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".


Member (F)


President

No. GRF/RKL/ 205⁽⁴⁾

Date: 29/03/2024

Certified Copy to:

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

