

# 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/ 25 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Suman Panigrahi		8110-0111-1374	
		Qr. No.FL-108, At/PO- Basanti Colony, Rourkela-769012, Dist- Sundargarh.		Contact No.:	
				9937107102	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	08.01.2024			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	19.01.2024			
9	Date of Order	26.02.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:	Appeared for the Respondent:			
	Suman Panigrahi	Sri Rajnikant Parida, OAG-II			

# **ORDER**

## **Brief Facts of the Case**

The present case has been registered in this forum vide Case No. 25 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 811001111374 with contract demand of 12.00 KW.

That the Complainant has raised objection regarding the accuracy of the meter and high MMFC bills 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**

During the hearing on dated 19-01-2024, both the parties were present. The contentions made by the parties are as follows:

### **1. Submission of the Complainant:**

- The complainant submits that, the meter installed in his premises is running fast due to which high consumption bills have been served to him resulted to accumulation of arrear.
- He further raised objection regarding high MMFC bills have been served to him from Jun'2021 to Mar'2022.
- 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'2020 to Dec'2023.
- The respondent also submitted that MD has been increased abnormally to 61.12 KVA in Jun'2021 as against the CD of 12 KW.
- The respondent further submits that the MD from Jun'2021 to Feb'2022 has already been revised as per report of MRT, RED, Rourkela and an amount of Rs.13230.00 has already been withdrawn.
- However, the respondent requested the Forum to take appropriate decision as necessary.

## Findings 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:

- That in the month of Jun'2021 MD has been increased abnormally to 61.12 KVA in Jun'2021 and the MMFC has been charged as per 61.12 KVA from Jun'2021 to Mar'2022 as against the CD of 12 KW.
- It is also noted that, from Jun'2021 to Feb'2022, MMFC has already been revised as per report of MRT, RED, Rourkela and an amount of Rs.13230.00 has already been withdrawn.
- Regarding the accuracy of the meter, the meter bearing sl. No. WVT04621 was tested by SDO, MRT, Rourkela on dated 16-08-2023 and found the meter accuracy is 0.45%, which is within the permissible limit.

## Directions of the forum

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

- The MMFC charged for the month of Mar'2022 is to be revised as per CD (as from Jun'2021 to Feb'2022 already revised) as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The objection regarding accuracy of the meter is rejected as the accuracy of the meter tested and found OK.
- 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 **31-03-2024**.

*"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/ 93<sup>(4)</sup>

Date: 26/02/2024

Certified Copy to:

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

