

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/ 27 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Fayyaz Husen Ali		8123-2204-0486	
		At- Iqbal Bhawan, Bank Square, P.O. Box. No-16, Rourkela, Dist- Sundargarh.		Contact No.:	
3	Respondent	Name		Division	
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application	08.01.2024			
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			
8	Date(s) of Hearing	19.01.2024/30.01.2024/13.02.2024			
9	Date of Order	20.03.2024			
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:		
	Fayyaz Husen Ali		Sri Bimaleswar Patel, OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 27 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-GENERAL PURPOSE consumer having consumer No. 812322040486 with contract demand of 5.00 KW.

That the Complainant has raised objection regarding the wrong billing of electricity consumption charges for his shopping complex.

Gist of Arguments made by the Parties

During the hearings on dated 19-01-2024, 30-01-2024 and 13-02-2024, both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submits that, my connection has been overcharged for electricity consumption charges for my shopping complex at Barpali, Hemgir Sub-Division, Sundergarh for the month of Apr'2023 to Jul'2023 for my four shops, which are occupied and who only have one or two CFL 9 watts bulbs and one fan each, for which I have been billed to the tune of Rs.91000/-, whereas after that the billing has come down to normal amount henceforth.
- The complainant also submits that; I have fixed individual Sub-Meters in all the shops, whereas the main electricity meter has been fixed somewhere 200 meters or so away from our premises which is beyond our control.
- The complainant further submits that, the premises has total 19 shops out of this 6 nos. are defunct and one residential complex with no electrical connection.
- He has also mentioned about the number of occupants, name of occupants and load using by them which comes to 750 watts.
- He also submitted that another new connection is also there but the connection is separate from this connection as per the lease agreement submitted to the Forum.

2. Reply Submission of the Respondent:

- The respondent submitted that; there are two nos. of connection in the premises of the complainant in the name of P.H. Ali and Basant Kumar Naik connected from nearest pole which was about 60 meters distance from the premises.
- On dated 01-01-2020, the above consumers were detected theft of energy by means of bypass and both were imposed penalty for which the complainant named P.H Ali paid the final assessment amount of Rs.15600.00 for by passing the load of 5KW and his meter was shifted to nearest pole for prevention of electricity theft and the other consumer has been disconnected from the pole due to nonpayment of penalty amount.
- Due to road widening, the nearest pole again shifted to 40 meters more away from the premises of the complainant, so that the total distance between the pole and premises is near about 100 meters.
- He also submits that, due to nonpayment of electricity bill of Rs.91000.00, the service connections were also disconnected on dated 24-11-2023 for which the consumer complained for excess bill amount and meter defective.
- On dated 26-12-2023, the consumer's meter bearing no. WES15690 was sent for testing at Rajgangpur and tested OK which is in jurisdiction of consumer now.
- On dated 06-02-2024, Sub Divisional officer, Ujjalpur also verified the premises and found that the service connections were disconnected from the pole and the connected load was 6.5 KW of 04 nos. of stall out of 25 numbers.

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:

- It is noted by the forum that, as per Physical verification dated 01-01-2020 submitted by the respondent, the complainant was indulging in theft of energy and the penalty imposed by the respondent has also paid by the complainant so as to force the respondent for shifting of meters to 100 meters away from the premises for prevention of theft.
- It is also noted from the test report of Meter Testing Laboratory, TPWODL, Rajgangpur dated 26-12-2023, that the meter is found OK.

Directions of the forum

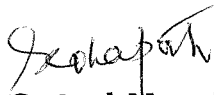
In view of the above findings and discussions, the Forum is of the view that,

In view of the above findings and discussions, the Forum is of the view that, as the meter is tested ok, there may be suppression of readings. Therefore, **the case is rejected.**

However as per section 108(vii) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, which clearly mentions that,

"In the event of any difference or dispute on the accuracy of any meter, the same shall be decided on an application by either party to the Electrical Inspector, whose decision shall be final."

"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/ 187⁽⁴⁾

Date: 22/03/2024

Certified Copy to:

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