

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/28 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Central India Associates		8132-1105-0726	
		At/PO- Main Road, Goibhanga, Kalunga, Dist- Sundargarh.		Contact No.: 9439874149	
3	Respondent	Name		Division	
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	11.01.2024			
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			157
8	Date(s) of Hearing	11.01.2024			
9	Date of Order	19.01.2024			
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:		
			Er. Abinash Rath, SDO(Elect) Sri Uma Shankar Yadav, Manager(Fin)		

ORDER

Brief Facts of the Case

During the spot hearing at Kalunga Electrical Sub-division camp on 11-01-2024, the complainant appeared before the Forum whereas SDO Electrical, Kalunga and Manager(Fin), RED, Rajgangpur 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. 813211050726 with connected load of 1.00 KW. That the Complainant has raised objection regarding the provisional/average bills served to him during the line 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 line disconnection period 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 Nov'2023 and a PVR dated 09-01-2024 mentioning the supply has been disconnected and dismantled on 07-09-2021.
- The respondent also agreed to the provisional/average billing from Aug'2021 to Nov'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:

- The complainant has been given power supply on 24-04-2014.

- From the ledger submitted by the respondent it is observed that the consumer has been billed on provisional basis from Aug'2021 to Nov'2023.
- From the PVR submitted by the respondent, it is also noted that the line has been disconnected and dismantled on 07-09-2021 as the consumer was availing power supply through a new 3 phase line bearing consumer no. 8130-0111-0920.
- Therefore, it is decided by the Forum that, 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,

- The average/provisional bills raised from Dec'2021 to Nov'2023 (Two Years) should be withdrawn immediately. A final bill is to be served to the complainant.
- The balance arrear amount after revision of bills and adjustment of security deposit is to be added in the ledger of consumer no. 8130-0111-0920.
- 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".


Member (F)


President

No. GRF/RKL/ 32⁽⁴⁾

Date: 19/01/2024

Certified Copy to:

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

