

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/ 49 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Ranjit Kumar Das		8141-2419-0259	
		House No.C2M/55, 1 st Floor, At/PO- Gopabandhu Nagar, Chhend, Rourkela-769015, Dist- Sundargarh.		Contact No.: 9437246685	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	01.02.2024			
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	13.02.2024/29.02.2024			
9	Date of Order	30.03.2024			
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:		
	Sri Ranjit Kumar Das		1. Er. Sandeep Parida, SDO 2. Sri Jay Krushna Sahoo, OAG-II,		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 49 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814124190259 with connected load of 2.00 KW.

That the Complainant has raised objection regarding high billing amount in the bill of Jul'2023 billed in Aug'2023. He also requested for rectification of bills.

Gist of Arguments made by the Parties

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

1. Submission of the Complainant:

- a. That, myself Ranjit Ku Das of Chhend is hereby inform you that I have appeared before you at your camp on 14th December at kalinga bihar substation and submitted my all documents and grievances accordingly.
- b. Please be informed that I have reported first complain to your concern JE on dt. 28.08.23 regarding my meter reading on very very higher side, hence request for testing and change my defective meter. In the meantime, I have already paid your testing money on same day and follow up with your officials for testing and replace my said meter.
- c. After one month on dt 29.09.2023 one mail had come from your customer care, Burla that your meter has jumped and already requested for meter change. But it is very unfortunate Sir, till date nor my meter has been tested or nor changed my meter so far, hence kindly look into this matter and do the needful at the earliest.

The complainant has further submitted a copy of the letter addressed to ESO, Kalinga Vihar with a copy to GRF, Rourkela wherein he has mentioned that still the meter has not been changed nor tested, which on date 27-08-2023 his meter suddenly jumped from 53077 units to 74441 units that is total 21364 units jumped on a single day.

Again, the complainant has mentioned that when his current bill no. 514290224000000M283 dt. 29-02-24 generated wherein his meter reading is 76226 unit after excluding the jumped reading, the meter reading is 508 unit with the same load as per previous month, which also is very much on higher side against his average unit of 255-260 units per month. Hence the said meter behavior is not at all normal and its reading fluctuates at any time.

2. Reply Submission of the Respondent:

- i. The respondent produced the billing abstract from Apr'2018 to Feb'2024 and a meter test report dated 09-09-2023 and photo of the meter dated 05-01-2024 showing the meter reading as "75718" KWH of meter no. 308833.
- ii. The respondent also submitted that as per direction of SEEC Rourkela a parallel meter has been installed by Mr. Arpan Bera of MMG group, TPWODL, in the presence of Consumer Mr. Ranjit Ku Das and Mr. Bibhuti bhusan Das (AM) & Chinmay Khundal (AOC) of Kalingavihar section having the main meter bearing Sl. No. 308833 with IMR- 76216 and parallel meter bearing Sl. No. TWSP51131400 with IMR-0.
- iii. All the said documents are enclosed along with PVR dated 20-02-2024 mentioning the total connected load is 6.00 KW and GPS photo of both the meter dated 27-02-2024.
- iv. After 17 days, respondent compared the meter readings of both the meter and found that the unit consumption of existing meter bearing Sl. No. 308833 was "143" units whereas the check meter bearing Sl. No. consumption was "147" units. Therefore, respondent declared the meter is OK as the difference is within the permissible limit.

Directions of the forum

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

As the meter is found OK, the objection regarding the meter as defective is hereby denied and 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/ 246⁽⁴⁾

Date: 30/03/2024

Certified Copy to:

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