

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/6/2024			
2	Complainant	Name & Address:		Consumer No:	
		Hasina Khatoon		8133-1202-1221	
		At/PO- Mistri Daffaj, Birmitrapur, Dist- Sundargarh.		Contact No.:	
3	Respondent	Name		Division	
		SDO- Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	05.01.2024			
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	05.01.2024			
9	Date of Order	09.01.2024			
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:			
	Hasina Khatoon	Er. Ashok Sahoo, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Kuarmunda Electrical Sub-division of Rajgangpur Electrical Division camp on 05-01-2024, the complainant appeared before the Forum whereas SDO- Kuarmunda appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 813312021221 with connected load of 1.00 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:

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.

Reply Submission of the Respondent:

- The respondent submitted the billing abstract from Aug'2013 to Sep'2023 and a PVR dated 09-11-2023 mentioning the meter reading as "1305" of meter no. WHL052535.
- The respondent also agreed to the provisional/wrong billing from Sep'2018 to Dec'2020 due to disconnection 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 basis up to Jul'2018 with a meter reading of "1305" of meter no. WHL052535. After that, provisional bills have been served @ of 180 units till Dec'2020.
- It is noted from the PVR that, power supply was disconnected to the premises of the complainant from Sep'2018 after damage of house due to heavy rain. This has also been certified by Executive Engineer, RED, TPWODL, Rajgangpur.
- The power supply was reconnected in Dec'2020 and after that the complainant has availed the power supply.

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 Dec'2018 to Nov'2020 (Two Years) are to be withdrawn. Only fixed charges are to be claimed.
- 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/ 9⁽⁴⁾

Date: 09/01/2024

Certified Copy to:

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

