

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/ 91 /2024 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Md Nayeem | | 8112-2424-0941 | |
| | | At-Main Road, Near Singh Building, Rourkela, Dist- Sundargarh. | | Contact No.: 9437116327 | |
| 3 | Respondent | Name | | Division | |
| | | SDO-II, RED, TPWODL, Rourkela. | | RED, TPWODL, Rourkela. | |
| 4 | Date of Application | 17.02.2024 | | | |
| 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 | | | 155/157 |
| 8 | Date(s) of Hearing | 17.02.2024 | | | |
| 9 | Date of Order | 28.02.2024 | | | |
| 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: | | |
| | Md Nayeem | | Er. Abhiram Swain, SDO | | |

ORDER

Brief Facts of the Case

During the spot hearing at Main Road Electrical section of Rourkela Electrical Division camp on 17-02-2024, the complainant appeared before the Forum whereas SDO-II, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 811224240941 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him due to wrong date of power supply. 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, abnormal consumption bills have been served to him 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.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jan'2023 to Jan'2024 and a PVR dated 17-02-2024 mentioning the meter reading as "12270" KWH of meter no. LW581659.
- The respondent also agreed to the abnormal consumption billing due to wrong date of power supply in Jan'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:

- From the ledger submitted by the respondent it is observed that the complainant has been billed on actual meter reading basis from date of power supply i.e., 14-02-2023. But it is noted from the ledger that. The bill for the month of Jan'2023 has been served@ 9611 units in one month with a meter reading of 9611.
- But it is noted from PVR that the actual power supply given to the complainant on 17-02-2021 with installation of a new meter bearing sl. No. LW581659 in the premises of the complainant and the same meter is continuing till now.

Directions of the forum

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

- The wrong bill served to the complainant for the month of Jan'2023 is to be spread over from Feb'2021 to Jan'2023 (Two Years) as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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 **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/ 122⁽⁴⁾
Certified Copy to:

Date: 28/02/2024

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

