

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/ 340 /2024			
2	Complainant	Name & Address:		Consumer No:	
		M/S MBA Alloy Cast (P) Ltd.		8130-0111-0453	
		At/PO- Industrial Estate, Kalunga, Dist- Sundargarh.		Contact No.: 9861056343	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	10.06.2024			
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):				Cluses
	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	10.06.2024			
9	Date of Order	20.06.2024			
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:		
	Uday Shankar Prasad		Er. Abinash Rath, SDO(Elect)		

ORDER

Brief Facts of the Case

During the spot hearing at Kalunga Electrical Sub-division camp on 10-06-2024, the complainant appeared before the Forum whereas SDO Electrical, Kalunga 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. 813001110453 with connected load of 6.00 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:

1. 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.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Apr'2018 to Mar'2021 and a PVR dated 17-05-2024 mentioning the supply is disconnected from 13-06-2021 and submitted the final meter reading as taken by SDO MRT, Kalunga.
- The respondent also agreed to the provisional/average billing from Jan'2020 to Dec'2020 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 meter readings up to Dec'2019 with a meter reading of "27098" of meter no. WES48229. From Jan'2020 to Dec'2020, provisional/average bills have been served. From Jan'2021, no bills have been served showing the supply as disconnected.
- As per PVR submitted by the respondent and as noted from FG, the supply was disconnected from 13-06-2021. It is also noted from the meter reading sheet provided by SDO MRT, Kalunga that, the final meter reading of the meter no. WES48229 is 27152.60.
- Therefore, it is decided by the Forum that, the average period bills should be Withdrawn.

Directions of the forum

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

- As the final meter reading is available, the provisional bills from Jan'2020 to Dec'2020 are to be withdrawn and a final bill with meter reading of 27152.60 up to 13-06-2021 is to be served to the complainant.
- 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 **31-07-2024**.

"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/ 420⁽⁴⁾

Date: 27.06.24

Certified Copy to:

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

