

# 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.	<b>RKL/ 351 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Prashna Ku Dhal		8141-2419-0080	
		At/PO- C2L2 Market, Shop No.07, Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 9777210522	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	12.06.2024			
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):	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	12.06.2024			
9	Date of Order	21.06.2024			
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:		
	Prashna Kumar Dhal		Er. Sandeep Parida, SDO		

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Civil Township section of Rourkela Sadar Electrical Division camp on 12-06-2024, the complainant appeared before the Forum whereas SDO-I, RSED 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. 814124190080 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:

### **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 Jan'2020 to Jun'2023 and a final bill no. 1046 dated 11-11-2021 served to the complainant.
- The respondent also agreed to the provisional/average billing from Oct'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:

- That the complainant has been served a final bill no. 1046 dated 11-11-2021 amounting to Rs. 17933.00 with a disconnection fee of Rs.472.00 which has been paid by the complainant vide MR no. B7-0068045 dated 18-11-2021.
- After that the supply has been disconnected but provisional bills were continuing up to Nov'2023.
- 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 bill has already been served, the provisional bills from Dec'2021 to Nov'2023 (Two Years) are to be withdrawn.
- 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".*

  
**Co-Opted Member**

  
**Member (F)**

No. GRF/RKL/ 431<sup>(4)</sup>

Date: 27-06-2024

Certified Copy to:

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

