

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 Pulakesh Dasbhaya ...
Sri Girish Chandra Mohapatra...

Member (Finance)
Co-opted Member

1	Case No.	RKL/ 360/2024			
2	Complainant	Name & Address:		Consumer No:	
		Nisar Ahamad		8133-1202-0624	
		At-Birmitrapur, Karbala Road, Dist- Sundargarh. Pin-770033		Contact No.: 7987321920	
3	Respondent	Name		Division	
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rourkela.	
4	Date of Application	19.06.2024			
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			
8	Date(s) of Hearing	24-06-2024/ 28-06-2024			
9	Date of Order	29.06.2024			
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:		
	Nisar Ahamad		Er. Ashok Kumar Sahoo, SDO Salila Kumar Swain, Accountant		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 360 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 813312020624 with contract demand of 2.00 KW.

That the Complainant has raised objection regarding the high consumption billing served to him in the month of Oct'2014. 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 on dated 28-06-2024. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submits that, high consumption billing served to him in the month of Oct'2014 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.

1. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jan'2002 to Jun'2023.
- The respondent also agreed to the high consumption billing in the month of Oct'2014 and submits that there may be suppression of consumption in the meter. 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 Aug'2014 with a meter reading of "4101" of meter no. 8165669. For the month of Sep'2014, provisional bill has been served.
- In the month of Oct'2014, "3648" units have been billed by recording the meter reading as 7749 which is disputed by the complainant.
- It is also noted from the bill abstract and ledger that, from Nov'2014 bills on actual meter readings have been served with the same meter. It is also noted that, in some months more than 900 units have been billed on actual meter readings basis.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that, as the meter was ok, there may be suppression of readings or higher consumption from Sep'2014 to Oct'2014 is there due to some reasons as the complainant is consuming more than 900 units per month in some cases. Therefore, **the case is rejected.**

"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/ 442⁽⁴⁾

Date: 29.06.24

Certified Copy to:

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

