

# 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.	<b>RKL/ 380 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Gobinda Singh		8145-2228-0271	
		At/Po- Laxmi Market, Jalda, Rourkela, Dist- Sundargarh.		Contact No.: 8260643850	
3	Respondent	Name		Division	
		SDO-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	25.06.2024			
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	25.06.2024			
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:		
	Gobinda Singh		Er. Gaurab Chattopadhyay, SDO		

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Jalda Electrical Section camp on 25-06-2024, the complainant appeared before the Forum whereas SDO- Panposh, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814522280271 with connected load of 2.00 KW. That the Complainant has raised objection regarding the DPS charged to him on wrong additional security deposit claimed.

### **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 a wrong additional security deposit has been claimed by the respondent due to which wrong Delayed payment surcharge has been charged to him in the month of May'2024.
- The complainant requested the Forum for withdrawal of DPS.

#### **2. Reply Submission of the Respondent:**

- The respondent submits the billing abstract from Jan'2021 to May'2024 with details of additional security deposit claimed and interest claimed on additional security deposit.
- The respondent also agreed to the points raised by the complainant and agreed for revision of bills.
- However, they requested to the Forum for appropriate decision.

### **Observations 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:

- It is noted from the bill abstract and ledger that an amount of Rs.11200.16 has been billed in the month of Mar'2023 covering the period from Jan'2022 to Mar'2023 (15 months). Again, it is noted from the additional security deposit claimed (ASD) details that the ASD claimed for 2023-24 (claimed on 16-06-2023) is Rs.25864.00 which was wrong and not paid by the complainant.
- Again, it is noted from interest claimed on ASD details that an interest amount of Rs.2738.65 has been charged for ASD of 2023-24 in the month of May'2024 which is also wrong.
- It is also noted that an ASD amount of Rs.248.80 has already been claimed on 03-06-2024 for 2024-25.
- Therefore, it is decided by the Forum that, the wrong interest amount charged on wrong ASD should be withdrawn.

### **Directions of the forum**

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

- The wrong interest amount charged on wrong ASD of Rs.2738.65 is to be withdrawn and interest on security deposit is to be given for the year 2023-24 as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019..
- The new ASD claimed for 2024-25 is to be collected from the complainant.

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/ 462<sup>(4)</sup>**

**Date:** 29.06.2024

**Certified Copy to:**

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

