

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/ 422 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Riba Oram At/PO- New Malgodam Basti, Uditnagar, Rourkela, Dist- Sundargarh.		8112-2213-0091	
				Contact No.:	
		9439576984			
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	22.07.2024			
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	22.07.2024			
9	Date of Order	25.07.2023			
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:		
	P. Singh		Er. Anamika Bohidar, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Udit Nagar Electrical Section of Rourkela Electrical Division camp on 22-07-2024, the complainant appeared before the Forum whereas SDO- Udit Nagar appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 811222130091 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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, high 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 Jun'2001 to Sep'2006 and a PVR dated 22-07-2024 mentioning that final bill is to be served to the complainant.
- The respondent also agreed to the high consumption/provisional billing from Feb'2006 to Aug'2006 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 Jan'2006 with a meter reading of "3064" of meter no. 1745937.
- In the month of Feb'2006 billing has been done @ 3054 units by wrong punching of meter reading as "6118". From Feb'2006 to Aug'2006, provisional bills have been served. Later, the meter reading has been corrected in the billing month of Sep'2006 as "3371".
- Therefore, it is decided by the Forum that, the wrong bills should be revised.

Directions of the forum

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

- The wrong bills served to the complainant from Feb'2006 to Sep'2006 are to be revised by taking the IMR as "3064" and FMR as "3371" 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 **31-08-2024**.

"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/ 512⁽⁴⁾

Date: 26/07/2024

Certified Copy to:

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

