

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/ 424 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Sishir Bage		8114-2120-0219	
		At/PO- Shakti Nagar, Jagda, Rourkela, Dist- Sundargarh.		Contact No.: 8895639205	
3	Respondent	Name		Division	
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	23.07.2024			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	23.07.2024			
9	Date of Order	25.07.2023			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:	Appeared for the Respondent:			
	Sishir Bage	Er. Subhasis Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Koel Nagar Electrical Sub-division of Rourkela Electrical Division camp on 23-07-2024, the complainant appeared before the Forum whereas SDO- Koel 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. 811421200219 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bills served to him due to wrong meter change. 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 bill has been served to him due to wrong meter change 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'2019 to May'2024 and a PVR dated 24-06-2024 mentioning that no display in the meter bearing Sl. No. WCV05086.
- The respondent also agreed to the high consumption billing 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:

- It is noted by the Forum that the supply is not being used by the complainant. The meter reading of "1294" is continuing from Jul'2019 and has been billed on actual meter readings up to Nov'2022 of meter no. WCV05086. From Dec'2022 to Jun'2023, average bills have been served.
- It is further noted that, a wrong meter change has been entered in billing with meter Sl. No. TPWODL1175002 in Jul'2023 and wrong billing has been done up to Jan'2024.
- In the month of Feb'2024, the wrong meter change has been corrected but in the month of Apr'2024, a wrong meter reading has been entered and a bill of 1298 units has been billed.
- It is further submitted by the respondent that the complainant wants to close the connection permanently. It is also noted that all the arrear has been paid by the complainant in Mar'2024.

Directions of the forum

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

- The wrong bill for the month of Apr'2024 is to be withdrawn and fixed charges are to be claimed as per regulation 49 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/ 514⁽⁴⁾

Date: 26/07/2024

Certified Copy to:

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

