

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 Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	RKL/ 453 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bhaskar Sahu		8141-2214-0320	
		Qr. No.GC-51, RCMS Complex, At/PO- Civil Township, Rourkela, Dist- Sundargarh.		Contact No.: 9437245344	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	06.08.2024			
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	06.08.2024			
9	Date of Order	27.08.2024			
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:		
	Bhaskar Sahu		Er. Sandeep Parida, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Chhend section of Rourkela Sadar Electrical Division camp on dt.06.08.2024, 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. 8141-2214-0320 with connected load of 03 KW. That the Complainant has raised objection for billed during covid-19 pandemic from Oct'2021 to till date as the office was closed. 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:

Submission of the Complainant:

- The complainant submitted that he had billed from Oct'2021 to till date during covid-19 pandemic as the office was closed, due to which high billings have been done resulted to accumulation of arrear. He had submitted an affidavit related to closer of office and wants reconnection.
- He further submitted that he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jul'2021 to May'2024 and a PVR dated 05-07-2024 mentioning the meter reading as "003" of meter no. TWSP51071393.
- The respondent also agreed to no use of power from Jul'2021 to Jul'2024 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 Aug'2021 with a meter reading of "6115" of meter no. 1024551. From Sep'2021 to May'2024, provisional/average bills have been served as there is no power.
- In the meantime, a new meter bearing Sl. No. TWSP51071393 has been installed on dt.06.10.2023 and the reading is "003" as on dt.05.07.2024 in the premises of the complainant. This meter is not reflected in consumer ledger yet.
- Therefore, it is decided by the Forum that, the average bills generated during the quarter vacant period should be Withdrawn.

Directions of the forum


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

- The provisional/average bills served to the complainant from Oct'2021 to Sep'2023 are to be withdrawn.
- The power supply of the consumer is to be reconnected immediately updating the correct meter number.
- Any adjustments done during the revision period are also to be taken into 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 **30-09-2024**.

"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/ 564⁽⁴⁾

Date: 30/08/2024

Certified Copy to:

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

