

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/ 466 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bhagawati Devi Goel		8112-2212-0405	
		At/PO- Shatri Road, Rourkela, Dist- Sundargarh.		Contact No.: 9437035000	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	13.08.2024			
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 & equipment		
		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	13.08.2024			
9	Date of Order	21.09.2023			
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:		
	Bhagawati Devi Goel		Er. Anamika Bohidar, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Power House Road Electrical Section of Rourkela Electrical Division camp on Dt.13-08-2024, 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. 8112-2212-0405 with connected load of 6.5 Kw. That the Complainant has raised objection "the old meter is defective and the bill generated of previous period was excess". 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 the old meter is defective and the bill generated of previous period was excess due to which high billings have been done resulted to accumulation of arrear.
- 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 Apr'2018 to Jul'2024 and a PVR dated 14-08-2024 with reading '20' of meter TWST1747190.
- The respondent agreed to the high consumption billing during from Jan'2023 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:

- The complainant has been billed on actual meter readings from Nov'2022 to Jul'2024 which has no abnormalities still, The Respondent also has changed the meter on dt.12.08.2024.
- A new meter bearing Sl. No. TWST1747190 has been installed on dt.12.08.2024 in the premises of the complainant.
- Therefore, it is decided by the Forum to drop the case.

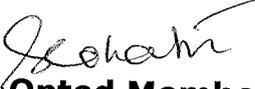
Directions of the forum

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

- As the bills has been done on actual basis the case is rejected herewith.

Hence, the matter is closed.

"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/ 671⁽⁴⁾

Date: 23/09/2024

Certified Copy to:

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

