

# 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.	<b>RKL/ 502 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Prabhati Naik		8145-2115-0094		
		Qr. No.F/5, At- Irrigation Colony, Panposh, Rourkela, Dist- Sundargarh.		Contact No.: 6372705154		
3	Respondent	Name		Division		
		SDO-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application	17.08.2024				
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	17.08.2024				
9	Date of Order	13.09.2024				
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:			
	Prabhati Naik		Er. Gaurab Chattopadhyay, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Panposh Electrical Section camp on dt.17.08.2024, 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 with connected load of 02 Kw. That the Complainant has raised objection regarding DPS charged on wrong ASD in May'2024 bill 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 submitted that DPS charged on wrong ASD in May'2024 have been served to him 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.

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

- The respondent produced the billing abstract from Jan'2020 to Jun'2024.
- He had also submitted one statement for ASD required.
- The respondent also agreed to the DPS charged on wrong ASD in May'2024 bill 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 basis @ 7678 units during Feb'2023 which was subsequently withdrawn from consumer ledger. While raising the ASD during May'2024, these units had been taken into consideration.
- As these units had already been withdrawn, the ASD must be reassessed and charged DPS on ASD of Rs.4,912.28 must be withdrawn.
- Therefore, it is decided by the Forum to revise the ASD.

### **Directions of the forum**


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

- DPS on ASD charged on the wrong bills are also to be withdrawn.
- Any adjustments done during the revision period are also to be taken into consideration.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-10-2024**.

*"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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 656<sup>(4)</sup>

Date: 17/09/2024

Certified Copy to:

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

