

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/ 509 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Debendra Kumar Sinha		8112-2124-0121	
		At/PO- Orampada, Uditnagar, Near INDO English School, Rourkela Dist- Sundargarh.		Contact No.: 9348035288	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	20.08.2024			
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				
8	Date(s) of Hearing	29.08.2024/11.09.2024			
9	Date of Order	25.09.2024			
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:		
	Krishna Kant Sinha		1. Er. Anamika Bohidar, SDO 2. Smt. Kalyani Lenka, OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 509 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8112-2124-0121 with contract demand of 1.5 Kw.

That the Complainant has raised an objection regarding correction and settlement of provisional bills.

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 correction and settlement of provisional bills resulted in the accumulation of arrears.
- He further submitted that he had made verbal complaint 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'2007 to Aug'2021.
- He had also produced a PVR on dt.11.09.2024 of meter 2377735 with meter reading 66465 Kwh.
- The respondent also agreed to the average billing from Dec'2016 to Oct'2020.
- However, the respondent requested the Forum to take appropriate decisions 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 reading upto Nov'2016 with a meter reading of "66365" of Meter No 2371735.
- The bills from Dec'2016 to Oct'2020 had been billed on provisional basis @ 402 units per month. There after average bills started.
- The PVR submitted by respondent shows reading "66465" which shows the premises was locked and not in use for a quite long period for which the complainant had given bank seizure documents also.
- As the supply of the consumer is disconnected and meter status is not available, it is decided by the Forum to reject the case.

Directions of the forum

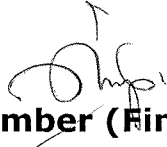
In view of the above findings and discussions, the Forum is of the view that,

The case is dropped off.

The matter is closed herewith.

"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 (Finance)


President

No. GRF/RKL/ 691⁽⁴⁾

Date: 26/09/2024

Certified Copy to:

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

