

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/ 510 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Debendra Kumar <i>Sinha</i>		8112-2124-0054	
		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			132(ii)(a)
8	Date(s) of Hearing	29.08.2024/11.09.2024			
9	Date of Order	21.09.2024			
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-General Purpose consumer having consumer No. 8112-2124-0054 with contract demand of 0.5 Kw.

That the Complainant has raised objection regarding correction of bill, adjustment of provisional bill and further waiver of DPS and MMFC.

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 wrong meter rent charged in bills and incorrect DPS charged to him resulted to accumulation of arrear.
- 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 Aug'2002 to Jul'2024.
- He had also produced a PVR on dt.11.09.2024 of meter WES30371 meter reading 72 Kwh.
- The respondent also agreed to the wrong meter rent and DPS charged in 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:

- Meter rent had been charged @ Rs.40.00 per month from Jan'2015 to Aug'2021, i.e., for six years and eight months.
- After reconnection of power, the energy bills served on provisional basis had been adjusted suo-moto when the actual bill started. DPS had not been withdrawn.
- The meter rent must be charged for 5 years or 60 months as per tariff order.
- Therefore, it is decided by the Forum to adjusted meter rent and waive DPS.

Directions of the forum


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

- The meter rent should be charged for sixty months and the rest must be withdrawn as per regulation 102(ii)(a) of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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.

The 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: 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/ 672^(C)

Date: 23/09/2024

Certified Copy to:

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

