

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)

1	Case No.	RKL/ 512 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Sri Rohi Das		8116-2313-0207		
		At/PO- Jamal, Bondamunda, Rourkela, Dist- Sundargarh.		Contact No.:		
				Nil		
3	Respondent	Name		Division		
		SDO-VI, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		21.08.2024			
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):				Cluses	
	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		21.08.2024			
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:			
	Rohi Das		Er. Rajesh Pandey, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bisra Electrical Section of Rourkela Electrical Division camp on dt.21.08.2024, the complainant appeared before the Forum whereas SDO, Bisra, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General purpose consumer with connected load of 1.5 Kw. That the Complainant has raised an objection regarding the average bills served from Jun'2019 to Aug'2021 due to line disconnected. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier.

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 the average bills served from Jun'2019 to Aug'2021 due to line disconnected 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 Jun'2019 to Aug'2022.
- He had also produced a PVR dt.22.08.2024 mentioning the meter reading as "4821" of meter number LW625524 and status disconnected.
- The respondent also agreed to the average bills served from Jun'2019 to Aug'2021 due to line disconnected. 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:

- Average bills had been served from Jun'2019 to Aug'2021 @ 216 units per month though there was no power supply.
- As per PVR submitted by respondent, the new meter bearing meter number LW625524 have been installed on dt.27.09.2021 in the premises of the complainant and the meter reading is "4821" Kwh as on dt.22.08.2024 with status disconnected.
- Therefore, it is decided by the Forum that, the average bills should be withdrawn.

Directions of the forum

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

- As there was no power supply from Jul'2019 to Aug'2021 (Two years), all electricity charges except fixed charges are 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".


Member (Finance)


President

No. GRF/RKL/ 686⁽⁴⁾

Date: 23/09/2024

Certified Copy to:

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

