

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/ 560 /2024 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Ghama Munda | | 8147-1414-0377 | |
| | | At- Bandhaberna, PO- Khuntgaon, Bonai, Dist- Sundargarh. | | Contact No.: 8144906042 | |
| 3 | Respondent | Name | | Division | |
| | | SDO-VII, RSED, TPWODL, Rourkela. | | RSED, TPWODL, Rourkela. | |
| 4 | Date of Application | 18.09.2024 | | | |
| 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 | 18.09.2024 | | | |
| 9 | Date of Order | 26.09.2024 | | | |
| 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: | | |
| | Karan Munda | | Er. Anukul Chandra Mohanty, SDO | | |

ORDER

Brief Facts of the Case

During the spot hearing at Bonai Electrical Section of Rourkela Sadar Electrical Division camp on dt.18.09.2024, the complainant appeared before the Forum whereas SDO, Bonai, 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 004 Kw. That the Complainant has raised an objection regarding high bill in Feb'2024. He requested revision of bills and mentions verbal complaints 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 submitted that high bill in Feb'2024 served to him resulted to 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 May'2018 to Aug'2024.
- He had also produced a PVR dt.18.09.2024 mentioning the meter reading as "5101" of meter number LW235355.
- The respondent also agreed to high bill in Feb'2024. 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:

- The bills from Apr'2018 to Aug'2024 have been billed on provisional / average / actual basis. For the month of feb'2024 bill has been served for "4183" units by recording the meter reading as "4784" Kwh of meter LW235355.
- As per PVR submitted by respondent, old meter bearing Sl. No. LW235355 had been installed on dt.15.01.2022. In the ledger it is shown as meter had been installed since May'2019. One different meter WHL004434 also entered in ledger in-between. There is a mismatch between the two statements.
- Therefore, 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 Respondent is directed to handle the case with sufficient documents at their end and hence the case is rejected.

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/ 699⁽⁴⁾

Date: 28/09/2024

Certified Copy to:

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

