

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/ 574 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Akhtari Kahtoon		8116-2320-0331	
		At/PO- Ashiyana Colony, Bisra, Rourkela, Dist- Sundargarh.		Contact No.: 8260642581	
3	Respondent	Name		Division	
		SDO-VI, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	23.09.2024			
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			157
8	Date(s) of Hearing	23.09.2024			
9	Date of Order	30.09.2024			
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:		
	Akhtari Khatoon		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.23.09.2024, the complainant appeared before the Forum whereas SDO, Bisra, Rourkela Electrical Division appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer number 8116-2320-0331 with connected load of 02 Kw. That the Complainant has raised an objection regarding provisional bills from Jan'2006 to Apr'2007 served to him. He had requested 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:

Submission of the Complainant:

- The complainant submitted that provisional bills from Jan'2006 to Apr'2007 due to which high billings have been done 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 Jan'2006 to Mar'2009.
- The respondent also agreed to the provisional bills from Jan'2006 to Apr'2007 and 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:

- The complainant had got initial power on dt.16.01.2006 with meter C44105. The bills from Jan'2006 to Apr'2007 have been billed on provisional basis @ 144 units per month. From May'2007 onwards almost actual bills have been served.
- As per PVR submitted by respondent, the new meter bearing SI. No. TW02056336 have been installed on dt.04.04.2023 in the premises of the complainant and the meter reading is "2610" Kwh as on dt.21.08.2024.
- It is decided by the Forum that, the average period bills should be revised.

Directions of the forum

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

- The provisional bills served to the complainant from Jan'2006 to May'2007 are to be revised by taking IMR "005" and FMR "1086" as per Regulation 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments done during 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.

The compliance report to be submitted to the undersigned on or before dt.**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/ 718⁽⁴⁾

Date: 30/09/2024

Certified Copy to:

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

