

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 581 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Tara Singh		8110-0101-0290	
		DAV School Lane,		Contact No.:	
		At/PO-Bisra Road, Rourkela, Dist- Sundargarh.		9861088844	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application		25.09.2024		
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			155/157
8	Date(s) of Hearing		17.10.2024/22.10.2024		
9	Date of Order		27.12.2024		
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:		
	Hardeep Singh		Sri Pulakesh Dasbhaya, Manager (Fin. & Com)		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 581 of 2024. The Complainant has complained about excess billing after meter change from Jul'2024. During hearing on dt.17-10-2024, the Complainant did appear before the Forum whereas Manager(F&C), RED, Rourkela appeared as the Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant has complained about excess meter reading after meter change from Jul'2024. That the Complainant has complained about ten times higher bills are coming after meter change from Jul'2024. He has requested for revision of bills and mentions about verbal complaints being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present at the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submitted bills served from Jul'2024 onwards is ten times higher than before resulting in 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 agreed to the higher billing done.
- He also defended that meter might be wrong otherwise the higher bills are ok.
- The respondent produced the billing abstract from Oct'2022 to Sep'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:

- Bills from Jul'2024 to Sep'2024 have been served with higher units as compared to previous period after meter change.
- During the hearing, the complainant is advised to test the meter and submit it to this Forum as early as possible for early order.
- The complainant did the testing by depositing requisite fees and did not submit it before this Forum.
- The Forum later collected the testing report from the MMG wing and found that the meter is correct.
- The units consumed from Jul'2024 to Sep'2024 are correct and need no revision.
- Therefore, it is decided by the Forum to drop 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.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 896⁽⁴⁾

Date: 27/12/2024

Certified Copy to:

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

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.

