

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/ 592 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Sunita Kar		8141-2315-0039		
		Shop No.JJM/14, At/PO- Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 9776998040		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		27.09.2024			
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		27.09.2024			
9	Date of Order		09.10.2024			
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:			
	Sujit Dash		Er. Sandeep Parida, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Civil Township Electrical Section of Rourkela Sadar Electrical Division camp on dt.27.09.2024, the Complainant appeared before the Forum whereas SDO-I, Industrial Estate, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having Consumer No. 8141-2315-0039 with connected load of 0.5 Kw. That the Complainant has raised objection regarding provisional bills served to him from Jan'2021 onwards as the shop was under lock and key position due to Covid-19 pandemic. He requested 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 in the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submitted that provisional bills served to him from Jan'2021 onwards as the shop was under lock and key position due to Covid-19 pandemic 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'2020 to Sep'2023.
- He had also produced a PVR dt.27.09.2024 mentioning the meter reading as "1270" Kwh of Meter No. 137791999.
- The respondent also agreed to the provisional bills from May'2021 to Apr'2023 and revision of bills.
- 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 Jan'2021 to Apr'2023 have been done on provisional basis with various units per month. From May'2023 onwards, bills have been served with zero units up to Sep'2023. Presently the power supply is disconnected on dt.23.06.2023.
- As per PVR submitted by Respondent, the meter bearing SI. No. 137791999 has been installed since long in the premises of the complainant and the meter reading is "1270" Kwh as on dt.27.09.2024.
- Due to insufficient relevant documents, the case is rejected.

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.

"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/ 744⁽⁴⁾

Date: 17/10/2024

Certified Copy to:

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

