

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

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President

Sri Chitta Ranjan Dash

...

Member (Finance)

1	Case No.	RKL/ 663 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Mohan Majhi		8132-1206-0305		
		At/PO-Kalunga,		Contact No.:		
		Brahmani Tarang, Dist- Sundargarh.		9178452138		
3	Respondent	Name		Division		
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		07.11.2024			
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		07.11.2024			
9	Date of Order		27.11.2024			
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:			
	Rama Chandra Kishan		Er. Abinash Rath, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Kalunga Electrical Sub-division of Rajgangpur Electrical Division camp on dt.07.11.2024, the Complainant appeared before the Forum whereas SDO, Kalunga, Rajgangpur 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 8132-1206-0305 with connected load of 01 Kw. That the Complainant has raised objection for provisional billing from May'2017 to Sep'2024 due to line disconnected. 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 the provisional billing from May'2017 to Sep'2024 due to line disconnected 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 Jun'2008 to Nov'2021.
- He had also produced a PVR dt.28.10.2024 mentioning the meter status as disconnected.
- The respondent also agreed to the average billing from May'2017 to Sep'2024 due to line disconnected.
- 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:

- Provisional/average bills had been served from Oct'2015 to Nov'2021 with various units per month.
- As per PVR submitted by respondent, there is no power in the premises of the complainant from May'2017 to Sep'2024 and same fact submitted by the Respondent in his written submission.
- Therefore, it is decided by the Forum to withdraw the provisional/average bills.

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 Jun'2017 to May'2019 (Two Years) all electricity charges are to be withdrawn except fixed charges as per Regulation 180 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**31.12.2024**.

"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/ 837⁽⁴⁾

Date: 28/11/2024

Certified Copy to:

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

