

# 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.                                     | <b>RKL/ 678 /2024</b>                                                    |                              |                                                      |         |   |
| 2  | Complainant                                  | Name & Address:                                                          |                              | Consumer No:                                         |         |   |
|    |                                              | Sabitri Nag                                                              |                              | 8116-2322-0501                                       |         |   |
|    |                                              | At/PO- Jamsera, Bisra,<br>Rourkela, Dist- Sundargarh.                    |                              | Contact No.:<br>9438425891                           |         |   |
| 3  | Respondent                                   | Name                                                                     |                              | Division                                             |         |   |
|    |                                              | SDO-VI, RED, TPWODL, Rourkela.                                           |                              | RED, TPWODL, Rourkela.                               |         |   |
| 4  | Date of Application                          |                                                                          | 18.11.2024                   |                                                      |         |   |
| 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                           |                                                                          | 18.11.2024                   |                                                      |         |   |
| 9  | Date of Order                                |                                                                          | 28.11.2024                   |                                                      |         |   |
| 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: |                                                      |         |   |
|    | Sabitri Nag                                  |                                                                          | Er. Rajesh Pandey, SDO       |                                                      |         |   |

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Bisra section of Rourkela Sadar Electrical Division camp on dt.18.11.2024, the complainant appeared before the Forum whereas SDO-VI, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having Consumer Number 8116-2322-0501 with connected load of 01 Kw. That the Complainant has raised an objection for wrong reclassification as general purpose for the last two years. 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 wrong reclassification for general purpose for the last two years due to which high billings have been made 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 Apr'2019 to Oct'2024 and a PVR dated 18-11-2024 mentioning the meter reading as "13402" of Meter Number WLT253514.
- The respondent also agreed to the wrong reclassification as general purpose for the last two years and agreed for 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:

- From Nov'2022 to Oct'2024, actual bills have been served on general purpose tariff. The Respondent has certified that the power supply has been used for domestic purposes in the past two years.
- Therefore, it is decided by the Forum to revise the tariff.

## **Directions of the forum**

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

- The bills from Nov'2024 onwards must be given in domestic tariff.
- The bills served to the complainant from Nov'2022 to Oct'2024 (Two Years) are to be revised considering domestic tariff as per Regulations 138 and 140 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments made during the 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.**31.12.2024**.

*"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/ 853<sup>(4)</sup>

Date: 29/11/2024

Certified Copy to:

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

