

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/ 695 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Mariya Tirkey		8114-2120-0240		
		At/PO- Jagda, Near Nila Saila College,		Contact No.:		
		Rourkela, Dist- Sundargarh.		Nil		
3	Respondent	Name		Division		
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	26.11.2024				
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	26.11.2024				
9	Date of Order	11.12.2024				
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:			
	Mariya Tirkey		Er. Subhasis Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Koelnagar Electrical Sub-Division of Rourkela Electrical Division camp on dt.26.11.2024, the complainant appeared before the Forum whereas SDO, Koelnagar, 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 8114-2120-0240 with connected load of 0.5 Kw. That the Complainant has raised an objection for provisional/average billing from Sep'2012 to Nov'2020 as there is no power supply. 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/average bills have been generated from Sep'2012 to Nov'2020 as there is no power supply due to which high billings have been done resulting 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 following documents:
 - Billing abstract from Apr'2012 to Aug'2021.
 - Physical Verification Report on dt.26.11.2024
 - Written version on dt.26.11.2024.
- The respondent also agreed to the provisional/average billing from Sep'2012 to Nov'2020 as there is no power supply 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 Oct'2012 to Nov'2020, provisional/average bills had been served with 73 units per month as there was no power supply which the respondent is agreed in the PVR given.
- The consumer had paid Rs.10,000.00 during Feb'2024 and now availing power.
- Therefore, it is decided by the Forum to withdraw bills for two years.

Directions of the forum

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

- The provisional/average bills served to the complainant from Dec'2018 to Nov'2020 (Two Years) are to be withdrawn as there was no power supply as per Regulations 155 and 157 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.**31.01.2025**.

"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/ 875⁽⁴⁾

Date: 16/12/2024

Certified Copy to:

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

