

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

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Member (Finance)

1	Case No.	RKL/ 711 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Maheswar Sur		8122-2210-0873	
		At/PO- Lemlema, Ujalpur, Dist- Sundargarh.		Contact No.: 9777058744	
3	Respondent	Name		Division	
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application		29.11.2024		
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		29.11.2024		
9	Date of Order		16.12.2024		
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:		
	Maheswar Sur		Er. Biraj Patel, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Ujalpur Electrical Sub-division of Sundargarh Electrical Division camp on dt.29.11.2024, the complainant appeared before the Forum whereas SDO, Ujalpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with connected load of 0.14 Kw. That the Complainant has raised an objection regarding the abnormal billing given from Jul'2023 to Jun'2024 served to him. 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 at the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submitted abnormal bills from Jul'2023 to Jun'2024 served to him 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 produced the following documents:
 - Billing abstract from Jan'2021 to Oct'2024.
 - Physical Verification Report on dt.13.11.2024.
 - Old complaint of consumer on dt.17.09.2024.
 - Single phase test report on dt.29.12.2023.
 - Written version on dt.29.11.2024.
- The respondent also agreed to the abnormal billing given from Jul'2023 to Jun'2024 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 Jul'2023 to Jun'2024 have been billed abnormally with various high units per month as compared to the load of the complainant.
- On dt.29.12.2023, the MMG team found the meter abnormal after testing.
- A new meter bearing serial number TWST1704609 had been installed dt.20.06.2024 and the CMR is "048" Kwh as on dt.13.11.2024.
- Due to non-availability of adequate document and evidence, the Forum decided to reject 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.


Member (Finance)


President

No. GRF/RKL/ 898⁽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.

