

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 752 /2024				
2	Complainant	Name & Address:			Consumer No:	
		Sovanand Naik			8132-1202-2741	
		At- Sagjore, Junen,			Contact No.:	
		PO- Balanda, Kalunga, Dist- Sundargarh.			9861787851	
3	Respondent	Name			Division	
		SDO-Kalunga, RED, TPWODL, Rajgangpur.			RED, TPWODL, Rajgangpur.	
4	Date of Application		17.12.2024			
5	In the matter of-	1. Agreement / Termination	x	2. Billing Disputes	✓	
		3. Classification / Reclassification of Consumers	x	4. Contract Demand / Connected Load	x	
		5. Disconnection / Reconnection of Supply	x	6. Installation of Equipment & apparatus of Consumer	x	
		7. Interruptions	x	8. Metering	x	
		9. New Connection	x	10. Quality of Supply & GSOP	x	
		11. Security Deposit / Interest	x	12. Shifting of Service Connection & equipment	x	
		13. Transfer of Consumer Ownership	x	14. Voltage Fluctuations	x	
		15. Others (Specify) - x				
		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		04.01.2025, 21.01.2025			
9	Date of Order		11.03.2025			
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:			
	Sovanand Naik		Sri Bikash Pradhan, OAG-II			

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 752 of 2024. Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer No. 8132-1202-2741 with CD of 01 Kw. That the Complainant wants to revise erroneous bills served to him though the power is charged.

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 the following documents.
 - Old complaint on dt.10.06.2024.
 - Ten old bills served to him.
- He further submitted as follows :

“According to your electric bill connection date was 20.06.2020 but it is regrettable to say the connection was done in the first week of June 2024 after complaining to SDO (Electrical) Kalunga. After connecting when I got an actual electric bill for the first time in the month of June dt.20.06.2024 with an amount of Rs.870.00 (Eight Hundred Seventy only) without consumption i.e. zero reading in meter. Till today the meter is in idle condition with zero reading because there is no consumption, but an arrear is shown in current bill with an amount of Rs.970 and bill amount rupees 990 (Nine Hundred Ninety only). But I Have paid Rs.1000.00 (One Thousand Only) vide money receipt No.B64088191 dated 29.10.2022 as I am forced by the lineman.

Given these points, I kindly request an immediate review and correction of the billing statement. I would also appreciate it if you could arrange for a thorough inspection of my ledger to ensure it is properly maintained in your system or not. In the meantime, please provide a detailed explanation for this discrepancy and any steps that will be taken to resolve the issue.

This matter will be addressed promptly, and a corrected bill will be issued with relinquishing the current amount in your bill at the earliest convenience”

- He also requested the Forum to do the needful.

Reply Submission of the Respondent:

- The respondent produced the following documents:
 - Billing abstract from Nov’2020 to Nov’2024.
 - Physical verification report on dt.04.01.2025.
 - Written version on dt.20.02.2025.
- The respondent also agreed that there was no power supply in his version.
- 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 bill served from outset of power supply had been reversed during May’2024 except DPS charged.
- The Respondent is agreed that line supply was not in use in field.
- Line was charged on dt.29.10.2022 after payment of Rs.1,000.00.
- The complainant had another connection at same premises.
- Therefore, it is decided by the Forum to withdraw the wrong DPS charged.

Directions of the forum

In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The DPS charged on the wrong bills served from Aug’2021 to Apr’2023 are to be withdrawn
- Any adjustments made during the revision period are also to be taken into consideration.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt. **30.04.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 185⁽⁴⁾

Date: 11/03/2025

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.