

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/ 804 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Prahallad Baithalu		8114-2112-0293	
		At/PO- Jagda, Rourkela,		Contact No.:	
		Dist- Sundargarh.		986110989	
3	Respondent	Name		Division	
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application		30.12.2024		
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		30.12.2024		
9	Date of Order		27.01.2024		
10	Order in favour of		Complainant	✓	Respondent
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Prahallad Baithalu		Er. Subhasis Mohanty, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Koel Nagar section of Rourkela Electrical Division camp on dt.30.12.2024, the complainant appeared before the Forum whereas SDO-IV, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 03 KW. That the Complainant has raised objection for wrong billing during May'2024. He requested for 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 bills have been generated during May'2024 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 following documents:
 - Billing abstract from Jan'2023 to Nov'2024.
 - Physical Verification Report on dt.26.12.2024.
 - Written version on dt.30.12.2024.
 - Meter installation/replacement protocol sheet on dt.08.08.2024.
- The respondent also agreed to the wrong billing during May'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:

- During May'2024, abnormal bill had been served mostly with 2072 units as the meter is defective.
- This meter had been changed by Licensee as they found it defective as shown in meter installation/replacement protocol sheet.
- A new meter bearing Sl. No. TWST1749809 has been installed on dt.08.08.2024 and the current reading is 903 Kwh as on dt.26.12.2024.
- Bill served during Jul'2024 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to reject as there is no adequate documents and evidence.

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 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The case is dropped off.

The matter is closed herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 66⁽⁴⁾

Date: 30/01/2025

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.

