

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 Pulakesh Dasbhaya ... Member (Finance)

1	Case No.	RKL/ 108 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Rama Chandra Sahu		8140-0103-0308	
		At/PO- Bonai, Dist- Sundargarh.		Contact No.:	
				8280370655	
3	Respondent	Name		Division	
		Executive Engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application		21.02.2024		
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		21.02.2024		
9	Date of Order		29.02.2024		
10	Order in favour of		Complainant	√	Respondent
11	Details of Compensation awarded, if any.				Nil
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Rama Chandra Sahoo		Er. Anukul Chandra Mohanty, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Bonai Electrical Sub-division of Rourkela Sadar Electrical Division camp on 21-02-2024, the complainant appeared before the Forum whereas SDO-Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 814001030308 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him. He requested for revision of bills and mentions about verbal complaint 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:

1. Submission of the Complainant:

- The complainant submits that, provisional/average bills have been served to him due to which high billings have been done resulted to accumulation of arrear.
- He further submits that; he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Dec'2014 to Jan'2024.
- The respondent also agreed to the provisional/average billing from Mar'2023 to Dec'2023 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision 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:

- That the complainant has been billed on actual meter readings up to Feb'2023 with a meter reading of "7507" of meter no. WES17398. From Mar'2023 to Dec'2023, provisional/average bills have been served @ of 499 units, 442 units, 1126 units etc. due to defective meter.
- In the meanwhile, a new meter bearing SI. No. TWB610783 has been installed on 16-12-2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that, average period bills should be revised.

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 Mar'2023 to Dec'2023 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-07-2024**.

"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 (F)


President

No. GRF/RKL/ 126⁽⁴⁾
Certified Copy to:

Date: 29/02/2024

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

