

# 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)  
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	<b>RKL/10/2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Mana Bhumij		8145-2220-0405	
		At/PO- Munda Basti, Deogaon, Rourkela, Dist- Sundargarh.		Contact No.: 8249301859	
3	Respondent	Name		Division	
		SDO-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	09.01.2024			
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:		
	Sama Bhumij		Sri Prasant Swain, Manager(Commerce), RSED		

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Jalda Electrical Section camp on 06-01-2024, the complainant appeared before the Forum whereas Manager (Commerce), RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814522200405 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal consumption 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, abnormal consumption 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.

### **Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Sep'2018 to Dec'2023 and a PVR dated 06-01-2024 mentioning the meter reading as "101" KWH of meter no. TWSP51071803.
- The respondent also agreed to the abnormal billing in Aug'2022 and average billing from Oct'2022 to Aug'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 Jul'2022 with a meter reading of "1797" of meter no. WPM310520 with a monthly average consumption of 47 units (average from Aug'2021 to Jul'2022). In the month of Aug'2022, abnormal consumption bill has been served @ of 5301 units by recording the meter reading as "7098". After that meter became defective and average bills have been served @ 13394 units, 65 units, 35 units etc.
- Looking at the abnormal consumption, Forum directed the respondent to verify the connected load of the complainant and the total load was found 80 watts only which implies that the meter was recording abnormal consumption.
- In the meanwhile, a new meter bearing Sl. No. TWSP51071803 has been installed on 09-10-2023 in the premises of the complainant.
- The new meter average was also recorded as 32 units per month (from 09-10-2023 to 04-01-2024) which leads the Forum to revise the abnormal bills as per new meter.
- Therefore, it is decided by the Forum that, the abnormal bills and average period bills should be revised.

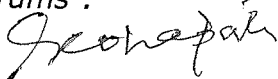
### **Directions of the forum**

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


- The abnormal/average bills served to the complainant from Aug'2022 to Aug'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 **31-05-2024**.

*"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".*

  
**Co-Opted Member**  
 No. GRF/RKL/13<sup>(4)</sup>  
 Certified Copy to:

  
**Member (F)**

  
**President**  
 Date: 09/01/2024

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

