

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 Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	RKL/112/2024			
2	Complainant	Name & Address:		Consumer No:	
		Premchand Munda		8131-1102-1292	
		At/PO-Ranibandh, Rajgangpur, Dist- Sundargarh.		Contact No.:	
		Nil			
3	Respondent	Name		Division	
		SDO-I, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	23.02.2024			
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	23.02.2024			
9	Date of Order	29.02.2024			
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:			
	Premchand Munda	Er. Sanjeev Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Rajgangpur-I Electrical Sub-division of Rajgangpur Electrical Division camp on 23-02-2024, the complainant appeared before the Forum whereas SDO- Rajgangpur-I appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose consumer having consumer No. 813111021292 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high 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, high 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.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Dec'2020 to Jan'2024 and a PVR dated 21-02-2024 mentioning the meter reading as "1147" KWH of meter no. TW02019245.
- The respondent also agreed to the high consumption billing in Jun'2022 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 a new meter bearing Sl. No. TW02019245 had been installed on 01-05-2022 in the premises of the complainant but reflected in Aug'2022.
- But it is noted from the ledger that, in the month of Jun'2022 bill @ 1192 units has been served with a wrong meter reading of "6509". The meter reading has been updated in the month of Aug'2022 with a FMR of "314".
- Therefore, it is decided by the Forum that, wrong bills should be revised.
- It is also noted that a bill revision for the month of Jun'2022 has been done which seems wrong.

Directions of the forum

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

- The provisional/average/wrong bills served to the complainant from May'2022 to Aug'2022 (Two years) are to be revised by taking the IMR as "0" and FMR as "314" as per Section 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 **31-03-2024**.

"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/ 130⁽⁴⁾

Date: 29/02/2024

Certified Copy to:

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

