

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.	RKL/ 11 /2024			
2	Complainant	Name & Address:		Consumer No:	
		M/S Sahej Realcon (P) Ltd.		8110-0111-1106	
		Plot No.62/1416, Near New Court, At/PO- Uditnagar, Rourkela, Dist- Sundargarh.		Contact No.: 9861126711	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	08.01.2024			
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	08.01.2024			
9	Date of Order	16.01.2024			
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:		
	C. Dash		Chitta Ranjan Dash, Dy.Manager (F&C),RED, Rourkela		

ORDER

Brief Facts of the Case

During the spot hearing at Udit Nagar Electrical section of Rourkela Electrical Division camp on 07-12-2023, the complainant appeared before the Forum whereas Dy.Manager (F&C), RED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose <110 KVA consumer having consumer No. 811001111106 with connected load of 15.00 KW. That the Complainant has raised objection regarding the wrong 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, wrong bills have been served in the month of Dec'2021 for Rs.25,374.00 and in the month of Mar'2022 for Rs.20788.98 and in the month of 01-04-2022 to 21-06-2022 for Rs.22972.66 due to which high billings have been done resulted to accumulation of arrear.
- He further submits that; he had already made verbal/written 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 Apr'2018 to Dec'2023.
- The respondent submitted to the forum that after complain made by the complainant, they have verified the bills and found nothing wrong in the bills. Therefore, they have not revised the 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 complain made by the complainant for wrong bills for the month of Dec'2021, Mar'2022 and 01-04-2022 to 21-06-2022, it is noted by the forum that, the bill for the month of Dec'2021 and Mar'2022 has been done on actual meter reading basis. From Apr'2022 to May'2022, bills have been generated on provisional basis and in the month of Jun'2022 bill on actual meter readings has been done with a house lock adjustment of Rs.21496.38(for provisional bills of Apr'2022 and May'2022). As the bills for Dec'2021 and Mar'2022 have been served on actual meter reading basis and provisional bills from Apr'2022 to May'2022 have already been adjusted, the Forum feels that, the complain of wrong billing does not arise.
- In the meanwhile, a new meter bearing Sl. No. 10004137 has been installed on 23-07-2022 in the premises of the complainant.
- It is also noted that, after meter change the billing for the month of Jul'2022 has been done @2508 units taking the average units of previous billing despite the meter reading of the new meter has been recorded as "228.04", which needs revision.

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 for the month of Jul'2022 is 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 **29-02-2024**.

"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/ 21⁽⁴⁾
Certified Copy to:

Date: 16/01/2024

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