

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/ 125 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Paulus Jojo		8134-1417-0395		
		At/PO- Teleimal		Contact No.:		
Rajgangpur, Dist- Sundargarh.		Nil				
3	Respondent	Name		Division		
		SDO-II, 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):				Cluses	
	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			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:			
	Paulus Jojo		Er. Pabitra Chitta Mukherjee, SDO			

ORDER

Brief Facts of the Case

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

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 813414170395 with connected load of 1.00 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 23-02-2024 mentioning the meter reading as "8424" KWH of meter no. ORBN6373.
- The respondent also agreed to the high consumption billing from Jul'2021 to Oct'2021 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 Jun'2021 with a meter reading of "6961" of meter no. ORBN6373. For the month of Jul-Aug'2021, bill has been served @ of 1905 units by punching a wrong meter reading of 8866 as submitted by the respondent.
- For the month of Sep-Oct'2021 provisional bill has been served @1905 units and in the month of Nov-Dec'2021 reading has been corrected to "7293" but no proper adjustment has been given.
- Therefore, it is decided by the Forum that, wrong bills should be revised.
- It is also noted that a bill revision from of Aug'2021 to Oct'2021 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 Jul'2021 to Dec'2021 are to be revised by taking the IMR as "6961" and FMR as "7293" 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/ 143⁽⁴⁾

Date: 29/02/2024

Certified Copy to:

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

