

# 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/ 177 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Shanti Prava Pradhan		8112-2111-0110	
		At/PO- Tapaswini Market, Uditnagar, Rourkela, Dist- Sundargarh.		Contact No.: 9437649933	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	19.03.2024			
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			157
8	Date(s) of Hearing	30.03.2024			
9	Date of Order	30.03.2024			
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:		
	Sri Ganesh Prasad Pradhan		Er. Abhiram Swain, SDO		

## **ORDER**

### **Brief Facts of the Case**

The present case has been registered in this forum vide Case No. 177 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-General purpose consumer having consumer No. 811221110110 with contract demand of 1.00 KW.

That the Complainant has raised objection regarding the high consumption billing served to him for the month of Feb'2024. 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 on dated 30-03-2024. The contentions made by the parties are as follows:

#### **Submission of the Complainant:**

- The complainant submits that, high consumption billing served to him for the month of Feb'2024 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.

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

- The respondent produced the billing abstract from Apr'2023 to Feb'2024 with a PVR dated 30-03-2024 mentioning the meter reading as "1860" and photo of the meter bearing sl. No. TWSP51044697.
- The respondent also agreed to the high consumption billing for the month of Feb'2024 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 Nov'2023 with a meter reading of "818.2" of meter no. TWSP51044697. For the month of Dec'2023, bill has been served @21 units recording the wrong meter reading as "840". In the month of Jan'2024, bill has been served @893 units by recording the meter reading as "1733". The bill for the month of Feb'2024 has been served by correcting the meter reading as 1818.05.
- It is further noted from the WhatsApp message forwarded by the respondent that, the meter reading has been wrongly taken as "840" in the month of Dec'2023 as confirmed by corporate office, TPWODL, Burla.

### **Directions of the forum**

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

- The wrong bills served to the complainant from Dec'2023 to Feb'2024 are to be revised by taking the IMR as "818.2" and FMR as "1818.05" 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 **30-04-2024**.

*"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**

  
**Member (F)**

  
**President**

No. GRF/RKL/ 235<sup>(4)</sup>  
Certified Copy to:

Date: 30/08/2024

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

