

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/ 1 /2024			
2	Complainant	Name & Address:		Consumer No:	
		M/S Reliance Jio Infocom Ltd.		8140-0111-1475	
		Plot No-2395, At/PO- Barghat, Bonai, Dist- Sundargarh.		Contact No.:	
				9861570235	
3	Respondent	Name		Division	
		Executive Engineer, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela	
4	Date of Application		01.01.2024		
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		04.01.2024		
9	Date of Order		20.01.2024		
10	Order in favour of		Complainant	√	Respondent
11	Details of Compensation awarded, if any.				Nil
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Sri Abinash Pany		Sri Prashant Swain, Manager (Fin. & Com.)		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 1 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 814001111475 with contract demand of 12.00 KW.

That the Complainant has raised objection regarding the high consumption billing served to him in the month of Nov'2021 and provisional bills served to him from Dec'2021 to Jul'2023. 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

During the hearing on dated 04-01-2024 both the parties were present. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submits that, high consumption billing served to him in the month of Nov'2021 and provisional bills served to him from Dec'2021 to Jul'2023 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 Jan'2019 to Oct'2023.
- The respondent also agreed to the high consumption billing in the month of Nov'2021 and provisional bills served to him from Dec'2021 to Jul'2023. and submits that the meter was defective during the above mentioned period. 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 Sep'2021 with a meter reading of "41673" of meter no. WVT02309 with a monthly average of 2004 units (Average from Oct'2020 to Sep'2021).
- In the month of Oct'2021, provisional bill has been served and in the month of Nov'2021, "42201" units have been billed by recording the meter reading as 83874 which is disputed by the complainant.
- As per verbal submission by the respondent, the consumption recorded in the meter for the month of Nov'2021 was the consumption of defective meter. The meter was defective at that time. It has also been mentioned in FG system.
- In the meanwhile, a new meter bearing Sl. No. 10032302 has been changed on 01-08-2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that, the disputed period bills should be revised.

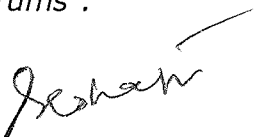
Directions of the forum


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

- The provisional/average/wrong bills served to the complainant from Oct'2021 to Jul'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 **31-03-2024**.

"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".


Co-Opted Member


Member (F)


President

No. GRF/RKL/ 36⁽⁴⁾

Date: 20/01/2024

Certified Copy to:

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

