

# 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/ 233 /2024</b>   |   |  |        |
| 2  | Complainant  | Name & Address:   |   | Consumer No:   |        |
|    |  | Nani Gopal Dey<br>Plot No.P/11,<br>At/PO- Industrial Estate,<br>Rourkela, Dist- Sundargarh. |   | 8141-2220-0052                                       |        |
|    |  |   |   | Contact No.:   |        |
|    |  | 9437963465  |   |  |        |
| 3  | Respondent   | Name  |   | Division   |        |
|    |  | SDO-I, RSED, TPWODL, Rourkela.  |   | RSED, TPWODL, Rourkela.                              |        |
| 4  | Date of Application  | 09.04.2024  |   |  |        |
| 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   | 09.04.2024  |   |  |        |
| 9  | Date of Order  | 10.04.2024  |   |  |        |
| 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:  |   |  |        |
|    | Nani Gopal Dey   | Er. Sandeep Parida, SDO   |   |  |        |

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Kalinga Vihar section of Rourkela Sadar Electrical Division camp on 09-04-2024, the complainant appeared before the Forum whereas SDO-I, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 814122200052 with connected load of 4.00 KW. That the Complainant has raised objection regarding the provisional/average 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, provisional/average bills has been served to him due to which high billing has 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 Jan'2022 to Feb'2024 and a PVR dated 29-03-2024 mentioning the meter reading as "1409" KWH of meter no. TWSP51009403.
- The respondent also agreed to the provisional/average billing from May'2022 to Sep'2023 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 Apr'2022 with a meter reading of "28440" of meter no. 384582. From May'2022 to Sep'2023, provisional/average bills have been served @ of 241 units, 1750 units, 336 units etc. due to meter defective.
- In the meanwhile, a new meter bearing Sl. No. TWSP51009403 has been installed on 01-11-2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that, the average 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 bills served to the complainant from May'2022 to Sep'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 **30-06-2024**.

*"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/ 285<sup>(4)</sup>

Date: 12/04/2024

Certified Copy to:

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

