

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/ 240 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bijay Kumar Joshi At/PO- Sai Bihar, Dist- Sundargarh.		8121-2106-0022	
				Contact No.:	
		9438622911			
3	Respondent	Name		Division	
		SDO-Sundargarh, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application	10.04.2024			
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	10.04.2024			
9	Date of Order	15.04.2024			
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:		
	B. K. Joshi		Er. Tushar Kanti Naik, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Sundergarh Electrical Sub-division of Sundergarh Electrical Division camp on 10-04-2024, the complainant appeared before the Forum whereas SDO-Sundergarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 812121060022 with connected load of 3.00 KW. That the Complainant has raised objection the wrong bill served to him during the disconnection period. 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, average bills have been served to him during the disconnection period 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 submitted the billing abstract from Mar'2022 to Mar'2024 and a PVR dated 10-04-2024 mentioning the meter reading as "449" KWH of meter no. TWSP51098975.
- The respondent also agreed to the provisional/average/wrong billing from Mar'2023 to Feb'2024 and agreed for revision of bills. The respondent also submitted that the supply was disconnected on 30-04-2023 and reconnected on 31-01-2024. 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 Feb'2023 with a meter reading of "483". For the month of Mar'2023, provisional bill has been served @ of 756 units as no reading has been taken.
- Again, as per FG report, it is noted that the supply of the complainant has been disconnected on 30-04-2023 and reconnected on 31-01-2024.
- In the meanwhile, a new meter bearing Sl. No. TWSP51098975 has been installed on 27-01-2024 in the premises of the complainant and reconnection done on 30-01-2024.
- It is also noted that, after meter change the billing for the month of Feb'2024 has been done for 12 months i.e. from Mar'2023 to Feb'2024@6292 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "287", which also 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 from Apr'2023 to Jan'2024(10 months) are to be withdrawn and only fixed charges are to be claimed as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills for the month of Mar'2023 and Feb'2024 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 **31-08-2024**.

"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)

No. GRF/RKL/ 292⁽⁴⁾
Certified Copy to:


President

Date: 15/04/2024

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

