

# 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.	<b>RKL/ 260 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Haron Kandulna At/PO- Karkatnasa, Hatibari, Dist- Sundargarh.		8133-1301-0889	
				Contact No.:	
				8280847196	
3	Respondent	Name		Division	
		SDO- Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	19.04.2024			
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	19.04.2024			
9	Date of Order	22.04.2024			
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:		
	Heran Kandulna		Er. Ashok Sahoo, SDO		

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Kuarmunda Electrical Sub-division of Rajgangpur Electrical Division camp on 19-04-2024, the complainant appeared before the Forum whereas SDO- Kuarmunda appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 813313010889 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 Apr'2018 to Feb'2024 and a PVR dated 16-03-2024 mentioning the meter reading as "2679" KWH of meter no. TPWODL1017327.
- The respondent also agreed to the high consumption billing 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 Dec'2020 with a meter reading of "18390" of meter no. 2031413 with a monthly average

of 112 units (average from the date of meter installation to Dec'2020) and the same meter continues till Dec'2022.

- After that, high consumption bills have been served for which the consumer submitted his complain regarding the accuracy of the meter.
- After complain made by the consumer about the accuracy of the meter, the meter was tested by Meter Testing Laboratory, TPWODL, Rajgangpur, on 20-12-2023 and found the meter as defective with 340% error.
- In the meanwhile, a new meter bearing Sl. No. TPWODL1017327 has been installed but got defective again. Therefore, again a new meter bearing Sl. No. TPWODL1017327 has been installed TWSP51144796 on 03-04-2024 in the premises of the complainant
- Therefore, it is decided by the Forum that, from high consumption of defective meter 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 Jan'2021 to Dec'2022(Two Years) 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 **30-11-2024**.

*"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/ 315<sup>(4)</sup>  
Certified Copy to:

Date: 30/04/2024

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

