

# 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/ 278 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Lingam Mohan		8141-2110-0048	
		Qr. No-G/1, Reserve Police Line, At/PO- Rourkela, Dist- Sundargarh.		Contact No.: 993771783	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	26.04.2024			
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				157
8	Date(s) of Hearing	26.04.2024			
9	Date of Order	30.04.2024			
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:			
	Lingam Mohan	Er. Sandeep Parida, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at SDO I of Rourkela Sadar Electrical Division camp on 26-04-2024, 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. 814121100048 with connected load of 2.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Nov'2021. 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, wrong bill served to him for the month of Nov'2021, 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'2020 to Mar'2024 and a PVR dated 25-04-2024 mentioning the meter reading as "4502" KWH of meter no. LW125372.
- The respondent also agreed to the provisional/average billing for the month of Nov'2021 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 Feb'2020 with a meter reading of "1907" of meter no. LW125372. For the month of Mar'2020, provisional bill has been served and from Apr'2020 to Oct'2021, no bills have been generated as supply was disconnected.
- As per data available in the FG system, the supply was reconnected on 24-09-2021 with a meter reading of "1984" which indicates the consumption for the month of Mar'2020 as "77" units (1984-1907).
- Again, after reconnection the billing for the month of Nov'2021 has been done @2037 units by recording the FMR as "2037" with a wrong IMR as "0".
- Therefore, it is decided by the Forum that, the wrong 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 bill for the month of Mar'2020 is to be revised as per difference of consumption of "1984-1907" as per data mentioned in the system and the bills from Sep'2021 to Nov'2021 are to be revised by taking the IMR as "1984" and FMR as "2037" 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 **31-05-2024**.

*"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)**

No. GRF/RKL/ 330<sup>(4)</sup>

Date: 30/04/2024

Certified Copy to:

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

