

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/ 2 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Sarathi Mallick		8113-2325-0179	
		At/PO- Timber Colony, Rourkela, Dist- Sundargarh.		Contact No.: 9348147469	
3	Respondent	Name		Division	
		SDO-III, RED, TPWODL, Rourkela		RED, 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	26.02.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Susanta Mallick		Anita Mohanty, OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 2 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 811323250179 with contract demand of 2.00 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

During the hearing on dated 01-01-2024, both the parties were present. 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 Oct'2007 to Nov'2023 and a photo of the meter reading as "12549" KWH of meter no. LW326584.
- The respondent also agreed to the provisional/average billing from Mar'2017 to Nov'2022 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 made by both parties and arguments 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 May'2015 with a meter reading of "108" of meter no. WCV19706. From Jun'2015 to Jun'2019, provisional/average bills have been served @ of 281 units, 288 units, 216 units etc. due to defective meter.
- In the meanwhile, a new meter bearing Sl. No. LW326584 has been installed on 22-05-2019 in the premises of the complainant but reflected in Jul'2019 with a meter reading of "157".
- 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 Aug'2017 to Apr'2019 (21 months) 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.
- The provisional/average bills served to the complainant from May'2019 to Jul'2019 (3 months) are to be revised by taking the IMR as "0" and FMR as "157".
- Any adjustments done during the revision period are also to be taken in to consideration.

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/ 92^(A)

Date: 26/02/2024

Certified Copy to:

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

