

# 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/ 37/2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Jitendra Singh		8132-1103-0151	
		At/PO- Lungei, Main Road, Kalunga, Dist- Sundargarh.		Contact No.: 7008538301	
3	Respondent	Name		Division	
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	11.01.2024			
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	11.01.2024			
9	Date of Order	19.01.2024			
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:		
	Jitendra Singh		Er. Abinash Rath, SDO(Elect) Sri Uma Shankar Yadav, Manager(Fin)		

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Kalunga Electrical Sub-division camp on 11-01-2024, the complainant appeared before the Forum whereas SDO Electrical, Kalunga and Manager(Fin), RED, Rajgangpur 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. 813211030151 with connected load of 0.44 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:

#### **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.

#### **1. Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Jan'2022 to Dec'2023 and a PVR dated 08-01-2024 mentioning the meter reading as "19" of meter no. TWNX501556 with a meter test report dated 06-12-2023.
- The respondent also agreed to the high consumption bills and agreed for revision of bill. 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 Mar'2023 with a meter reading of "5040" of meter no. 8163203 with a monthly average of 32 units (average from Apr'2022 to Mar'2023).
- From Apr'2023 high consumption bills have been served for which the consumer submitted his complain regarding the accuracy of the meter and deposited the meter testing fees.
- After complain made by the consumer about the accuracy of the meter, the meter was tested by MRT, Rourkela, on 06-12-2023 and found the meter as defective.
- In the meanwhile, a new meter bearing Sl. No. TWNX501556 has been installed on 09-12-2023 in the premises of the complainant
- Therefore, it is decided by the Forum that, from Apr'2023 to Oct'2023 the bills should be revised.
- It is also noted that, after meter change the billing for the month of Nov'2023 has been done @248 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "3", 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 Nov'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 **31-07-2024**.

*"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/ 37<sup>(4)</sup>  
Certified Copy to:

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

  
**President**

Date: 20/01/2024

