

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 Girish Chandra Mohapatra...

Co-opted Member

1	Case No.	RKL/ 78 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Baya Rama Rao		8116-2218-0245	
		At/PO- Sector-4, Behind Adibasi Club, Bondamunda, Rourkela, Dist- Sundargarh.		Contact No.:	
				8658683321	
3	Respondent	Name		Division	
		SDO-VI, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application		12.02.2024		
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):				Cluses
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				
8	Date(s) of Hearing		12.02.2024		
9	Date of Order		22.02.2024		
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. Rama Rao		Er. Rajesh Pandey, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Bisra Electrical Section camp on 12-02-2024, the complainant appeared before the Forum whereas SDO Electrical, Bisra appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic having consumer No. 811622180245 with connected load of 1.00 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

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 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'2020 to Jan'2024 and a PVR dated 12-02-2024 mentioning the meter reading as "611.95" KWH of meter no. TWSP51044167.
- The respondent also agreed to the provisional/average billing from Aug'2020 to Jun'2023 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 Jul'2020 with a meter reading of "16461" of meter no. 722505. From Aug'2020 to Jun'2023, provisional/average bills have been served @ of 95 units, 106 units, 84 units etc. due to meter defective.
- In the meanwhile, a new meter bearing Sl. No. TWSP51044167 has been installed on 22-08-2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that, average period bills should be revised.
- It is also noted that, after meter change the billing for the month of Jul'2023 has been done @2730 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,

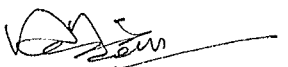
- The provisional/average bills served to the complainant from Aug'2021 to Jul'2023 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done 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 **31-03-2024**.

"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/ 89⁽⁴⁾

Date: 22/02/2024

Certified Copy to:

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

