

**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/ 82 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Chandra Mohan Behera		8145-2313-0071	
		At/PO- Nuadera, Lathikata,		Contact No.:	
		Rourkela, Dist- Sundargarh.		9668896446	
3	Respondent	Name		Division	
		SDO-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application		15.02.2024		
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):				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		15.02.2024		
9	Date of Order		26.02.2024		
10	Order in favour of		Complainant	√	Respondent
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	C. K. Behera		Er. Gaurab Chattopadhyay, SDO		

## **ORDER**

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

During the spot hearing at Lathikata Electrical Section camp on 15-02-2024, the complainant appeared before the Forum whereas SDO- Panposh, 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. 814523130071 with connected load of 2.00 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, 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 Nov'2017 to Dec'2023 and a PVR dated 15-02-2024 mentioning the meter reading as "68" KWH of meter no. TWSP51099095.
- The respondent also agreed to the high consumption bills Feb'2018 to Oct'2019 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 Jan'2018 with a meter reading of "756" of meter no. WCV08123. From Feb'2018 to Oct'2019 it is noted that no proper readings have been taken due to which average billing @216 units per month have been billed. In the month of Nov'2019, meter reading has been corrected by recording the meter reading as "1635".
- Therefore, it is noted by forum that the readings to be spread for even monthly consumption.

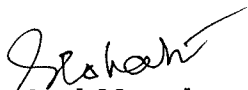
### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- The bills from Feb'2018 to Nov'2019 are to be revised by taking the IMR as "756" and FMR as "1635" 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

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-03-2024**.

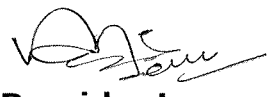
*"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*



**Co-Opted Member**



**Member (F)**



**President**

No. GRF/RKL/ 96<sup>(4)</sup>

Date: 26/02/2024

Certified Copy to:

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

6

6