

# 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/ 93 /2024</b>   |  |                        |         |
| 2  | Complainant                                  | Name & Address:  |  | Consumer No:           |         |
|    |  | Md Imtiyaz   |  | 8112-2315-0320         |         |
|    |  | At-Mahatab Road  |  | Contact No.:           |         |
| 3  | Respondent                                   | Name   |  | Division               |         |
|    |  | SDO-II, RED, TPWODL, Rourkela.   |  | RED, TPWODL, Rourkela. |         |
| 4  | Date of Application                          | 17.02.2024   |  |                        |         |
| 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               |  |                        | 155/157 |
| 8  | Date(s) of Hearing                           | 17.02.2024   |  |                        |         |
| 9  | Date of Order                                | 28.02.2024   |  |                        |         |
| 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:                         |                        |         |
|    | Md Imtiyaz                                   |  | Er. Abhiram Swain, SDO                               |                        |         |

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Main Road Electrical section of Rourkela Electrical Division camp on 17-02-2024, the complainant appeared before the Forum whereas SDO-II, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 811223150320 with connected load 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**

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, provisional/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 May'2015 to Jan'2024 and a PVR dated 17-02-2024 mentioning the meter reading as "9185" KWH of meter no. WLT185601.
- The respondent also agreed to the provisional/average billing from Jun'2018 to Dec'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 May'2018 with a meter reading of "4884" of meter no. 8090531. From Jun'2018 to Dec'2019, provisional/average bills have been served @ of 216 units due to defective meter.
- In the meanwhile, a new meter bearing Sl. No. WLT185601 has been installed on 26-01-2020 in the premises of the complainant.
- Therefore, it is decided by the Forum that, the average period bills should be revised.
- It is also noted that, after meter change the billing for the month of Jan'2020 has been done @220 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "33", 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 Jun'2018 to Jan'2020 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/124<sup>(4)</sup>  
Certified Copy to:

Date: 28/02/2024

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

