

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/ 327 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bhanumati Nayak		8141-2419-0394	
		Qr. No- S2M/187, At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 9861933547	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	21.05.2024			
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	21.05.2024			
9	Date of Order	28.05.2024			
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:			
	Bhanumati Nayak	Er. Sandeep Parida, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Kalinga Vihar section of Rourkela Sadar Electrical Division camp on 21-05-2024, the complainant appeared before the Forum whereas SDO-I, 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. 814124190394 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 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 Apr'2023 to Apr'2024 and a PVR dated 21-05-2024 mentioning the meter reading as "1266" KWH of meter no. TWSP51008968.
- The respondent also agreed to the wrong billing from May'2023 to Sep'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 Apr'2023 with a meter reading of "18830" of meter no. 378903. From May'2023 to Sep'2023, provisional/average bills have been served @ of 130 units, and 144 units, 154 units etc. due to defective meter.
- In the meanwhile, a new meter bearing Sl. No. TWSP51008968 has been installed on 07-07-2023 as per PVR submitted by the respondent but in billing the date of meter change has wrongly been entered as 07-10-2023 and the bill for the month of Sep'2023 has been billed @582 units with a final meter reading of "452" which needs revision.
- 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 wrong bills served to the complainant from Jul'2023 to Sep'2023 are to be revised by taking the IMR as "0" and FMR as "452" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The provisional/average bills served to the complainant from May'2023 to Jun'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 **30-06-2024**.

"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
 No. GRF/RKL/ 394⁽⁴⁾


Member (F)


President

Date: 30/05/2024

Certified Copy to:

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

