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

Case No.	RKL/ 329 /2024								
2 Complainant		Name & Address:				Consumer No:			
	Balaram	Balaram Sahoo				8141-2416-0424			
	Qr. No-	Qr. No- L1/137,				Contact No.:			
	At/PO- i					9937108461			
	Rourkela	Rourkela, Dist- Sundargarh.							
Respondent		Name				Division			
		SDO-I, RSED, TPWODL, Rourkela.				RSED, TPWODL, Rourkela.			
Date of Applic					I	,			
In the matter of-	1. Agr	1. Agreement / Termination			2. Billing Disputes √			√	
	3. Clas	3. Classification / Reclassification of				1. Contract Demand /			
	Con	Consumers				Connected Load			
	5. Di	5. Disconnection / Reconnection of				Installation of Equipment &			
		Supply				apparatus of Consumer			
		7. Interruptions							
	9. Ne	9. New Connection 1				- , , , ,			
	11. Se	11. Security Deposit / Interest			12. Shifting of Service				
	12 Tr	12 Transfer of Consumer Ownership							
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Section(c) of				42/5)					
	<u> </u>	ACL, 2003 IIIVOIVEC		42(5)					
							Clause	es 	
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			-/ Bospondont Others						
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12 Appeared for the Complainant:				Appeared for the Respondent:					
	aho	Er. Sandeep Parida, SDO							
	Complainant Respondent Date of Application In the matter of- Section(s) of OERC Regulate 1 OERC 2 OERC 3 Odish 4 OERC 5 Other Date(s) of He Date of Order in favour Details of Correct Appeared	Balaram Qr. No- At/PO- R Rourkela Respondent Date of Application In the matter of- Section(s) of Electricity OERC Regulation(s): OERC Regulation(s): OERC Conduct of Odisha Grid Cod Odisha Grid Cod OERC (Terms and ODIsha Grid Cod OD	Respondent SDO-I, RSED, TPWODL, R	Respondent Respondent SDO-I, RSED, TPWODL, Rourkela. Date of Application In the matter of- of- Section(s) of Electricity Act, 2003 involved OERC Regulation(s): 1 OERC Distribution (Licensee's Standard of Per 2 OERC Conduct of Business) Regulation, 2006 OERC (Terms and Conditions for Determination 5 Others-OERC Distribution (Conditions of Supples) Date(s) of Hearing 21.05.2024 Date of Order 28.05.2024 Oetails of Compensation awarded, if any. Appeared for the Complainant:	Respondent Respondent SDO-I, RSED, TPWODL, Rourkela. Date of Application In the matter of- OF- Section(s) of Electricity Act, 2003 involved OERC Regulation(s): OERC Conduct of Business) Regulations, 2004 OERC Conduct of Business) Regulations, 2006 OERC Conduct of Business) Regulation, 2006 OERC Corder Distribution (Conditions of Supply) cod Date(s) of Hearing Date of Order OCOMPAN Address: Balaram Sahoo Qr. No- L1/137, At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh. Name Name SDO-I, RSED, TPWODL, Rourkela. 21.05.2024 1. Agreement / Termination 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) - Section(s) of Electricity Act, 2003 involved 42(5) OERC Regulation(s): 1 OERC Distribution (Licensee's Standard of Performance) 2 OERC Conduct of Business) Regulations, 2004 3 Odisha Grid Code (OGC) Regulation, 2006 4 OERC (Terms and Conditions for Determination of Tare of Complement (Conditions of Supply) code (Conditions of Supply) c	Name & Address: Balaram Sahoo Qr. No- L1/137, At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh. Name Respondent SDO-I, RSED, TPWODL, Rourkela. In the of Application In the matter of- In the matter of- In Security Deposit / Interest In Security Deposit / Interest Section(s) of Electricity Act, 2003 involved OERC Regulation(s): OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 OERC Conduct of Business) Regulations, 2004 OERC Correspondent Others-OERC Distribution (Conditions of Supply) code, 2019 Date(s) of Hearing Others-OERC Distribution (Conditions of Supply) code, 2019 Date(s) of Hearing Others-OERC Distribution (Complainant) Appeared for the Complainant: Appeared for	Name & Address: Const. Balaram Sahoo 8141-2 Qr. No- L1/137, Cont. At/PO- Kalinga Vihar, Chhend, 9937 Rourkela, Dist- Sundargarh. Name Di SDO-I, RSED, TPWODL, Rourkela. RSED, TPWODL Date of Application 21.05.2024 1. Agreement / Termination 2. Billing Disputes 3. Classification / Reclassification of 4. Contract Der Consumers 5. Disconnection / Reconnection of 6. Installation of Equipply apparatus of Con GSOP In the matter of- In the matter of- 1. Security Deposit / Interest 10. Quality of GSOP 11. Security Deposit / Interest 12. Shifting of Connection & equipply 15. Others (Specify) - Section(s) of Electricity Act, 2003 involved 42(5) OERC Regulation(s): 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 Date(s) of Hearing 21.05.2024 Order in favour of Complainant √ Respondent OD Details of Compensation awarded, if any. Nil Appeared for the Complainant: Appeared for the Respondent	Name & Address: Consumer No:	

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. 814124160424 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 Sep'2020 to Jul'2022 and a PVR dated 20-05-2024 mentioning the meter reading as "1792" KWH of meter no. TW02006600.
- The respondent also agreed to the provisional/average billing from Sep'2020 to Jul'2022 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 Aug'2020 with a meter reading of "3411" of meter no. 319864. From Sep'2020 to Jul'2022, provisional/average bills have been served @ of 121 units, 192 units, 158 units etc. due to meter defective.
- In the meanwhile, a new meter bearing Sl. No. TW02006600 has been changed on 30-08-2022 in the premises of the complainant.
- 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 provisional/average bills served to the complainant from Sep'2020 to Jul'2022 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

Member (F)

President

No. GRF/RKL/ 396

Date: 30/05/2024

Certified Copy to:

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