

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)

1	Case No.	RKL/ 228 /2024			
2	Complainant	Name & Address:		Consumer No:	
		President SHG		8133-1202-2224	
		At/PO- Cess Colony, Kuarmunda, Dist- Sundargarh.		Contact No.: 7978934241	
3	Respondent	Name		Division	
		SDO- Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	07.06.2024			
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	07.06.2024			
9	Date of Order	20.06.2024			
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:		
	Kishore Kumar Kujur		Er. Ashok Sahoo, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Kuarmunda Electrical Sub-division of Rajgangpur Electrical Division camp on 07-06-2024, the complainant appeared before the Forum whereas SDO- Kuarmunda appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 813312022224 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bills served to him due to wrong meter change. 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, high consumption bill has been served to him due to wrong meter change 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 Aug'2019 to Apr'2024 and a PVR dated 20-05-2024 mentioning the meter reading as "1307" KWH of meter no. LW236845.
- The respondent also agreed to the high consumption billing 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'2022 with a meter reading of "1213" of meter no. LW236845.
- As per submission of the respondent, a wrong meter change has been entered in billing and wrong billing has been done up to Dec'2023.
- In the month of Dec'2023, the wrong meter change has been corrected and meter reading has been updated as "1279", but billing has been done @1279 units by taking the IMR wrongly as "0".

Directions of the forum

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

- The wrong bills from Aug'2022 to Dec'2023 are to be revised by taking the IMR as "1213" and FMR as "1279" 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.
- 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 **31-07-2024**.

"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".


Member (F)


President

No. GRF/RKL/ 418⁽⁴⁾

Date: 27.06.24

Certified Copy to:

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

