

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 Pulakesh Dasbhaya ...

Member (Finance)

Sri Girish Chandra Mohapatra...

Co-opted Member

1	Case No.	RKL/ 375 /2023				
2	Complainant	Name & Address:		Consumer No:		
		Bira Kishor Goud		8131-1511-0029		
		At/Po- Chungimati, Kansbahal		Contact No.:		
		Rajgangpur, Dist- Sundargarh.		8598922835		
3	Respondent	Name		Division		
		SDO-I, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		21.06.2024			
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):				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		21.06.2024			
9	Date of Order		27.06.2024			
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:			
	Bira Kishor Goud		Ex. Pabitra Chitta Mukherjee, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Rajgangpur-I Electrical Sub-division of Rajgangpur Electrical Division camp on 21-06-2024, the complainant appeared before the Forum whereas SDO- Rajgangpur-I appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 813115110029 with connected load of 1.00 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, high consumption bill have been served to him for the month of Feb'2024 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'2023 to May'2024 and a PVR dated 21-06-2024 mentioning the meter reading as "465" KWH of meter no. TWB625190 with a meter test report dated 07-03-2024.
- The respondent also agreed to the high consumption billing for the month of Feb'2024 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'2024 with a meter reading of "0005" of meter no. TWB610251. For the month of Feb'2024, bill has been served @ of 2225 units showing the meter reading as 2216. For which the consumer submitted his complain regarding the accuracy of the meter.
- After complain made by the consumer about the accuracy of the meter, the meter was tested by Meter Testing Laboratory, Rajgangpur, on 07-03-2024 and found the meter as defective.
- In the meanwhile, a new meter bearing Sl. No. TWB625190 has been installed on 10-03-2024 in the premises of the complainant.
- Therefore, it is decided by the Forum that, high consumption bill for the month of Feb'2024 should be revised.

Directions of the forum

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

- The bill served to the complainant for the month of Feb'2024 is 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 **31-10-2024**.

"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)

No. GRF/RKL/ 457⁽⁴⁾


Co-Opted Member

Date: 29.06.2024

Certified Copy to:

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

