

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/394/2024			
2	Complainant	Name & Address:		Consumer No:	
		Shahnaz Parween		8141-2118-0347	
		At/PO- Koel Bank, R.N. Palli, Rourkela, Dist- Sundargarh.		Contact No.: 8018464897	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	06-07-2024			
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	06-07-2024			
9	Date of Order	10-07-2024			
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:		
	Shahnaz Parween		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 06-07-2024, 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. 814121180347 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 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'2022 to Apr'2024 with a meter test report dated 13-10-2023.
- The respondent also agreed to the high consumption bills from Oct'2022 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 Sep'2022 with a meter reading of "23359" of meter no. 1732747 with a monthly average

of 379 units. A new meter bearing Sl. No. TPWODL1095928 was installed on 29-10-2022 in the premises of the complainant.

- From Oct'2022 high consumption bills have been served for which the consumer submitted his complain regarding the accuracy of the meter and deposited the meter testing fees.
- After complain made by the consumer about the accuracy of the meter, the meter was tested by MRT, Rourkela, on 13-10-2023 and found the meter running fast.
- In the meanwhile, a new meter bearing Sl. No. TWSP51063953 has been installed on 14-10-2023 in the premises of the complainant
- Therefore, it is decided by the Forum that, from high consumption of defective meter 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 Oct'2022 to Sep'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 **31-08-2024**.

"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/ 477⁽⁴⁾

Date: 12/07/2024

Certified Copy to:

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

