

# 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 Chitta Ranjan Dash ... Member (Finance)

1	Case No.	<b>RKL/ 435 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Bhakta Naik		8147-1313-0523	
		At/PO- Kalta, Koira, Dist- Sundargarh.		Contact No.:	
				Nil	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	26.07.2024			
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	26.07.2024			
9	Date of Order	22.08.2024			
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:		
	Bhakta Naik		Er. Anukul Chandra Mohanty, SDO		

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Bonai Electrical Section of Rourkela Sadar Electrical Division camp on dt.26.07.2024, the complainant appeared before the Forum whereas SDO-Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with connected load of 0.02 KW. That the Complainant has raised objection regarding the high consumption bill for the month of May'2021 and provisional and 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 submitted that high consumption bill for the month of May'2021 and provisional and average bills served to him resulted to accumulation of arrear.
- He further submitted 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 had produced the billing abstract from Dec'2013 to Jun'2024 and a PVR dated 14-07-2024 mentioning the meter reading as "2508" of meter no. TW02068000.
- The respondent also agreed to the high consumption bill for the month of May'2021 and provisional/average/wrong billing up to Sep'2021 and also 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 reading up to Jan'2021 with a meter reading of "3612" of meter No. 2705849.
- The bills from Feb'2021 to Mar'2021 have been billed on provisional basis and for the month of Apr-May'2021 bill has been served for "6389" units by recording the meter reading as "1" with a wrong remark of "Round Complete". From Jun'2021 to Feb'2024, provisional and average bills have been served due to defective meter.
- In the meanwhile, as per PVR submitted by respondent, a new meter bearing Sl. No. TW02068000 had been installed on dt.16.02.2023 in the premises of the complainant. Therefore, it is decided by the Forum that, the average/wrong 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 Feb'2021 to Jan'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 into 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 **30-09-2024**.

*"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/ 551<sup>(4)</sup>

  
**President**

Date: 30/08/2024

Certified Copy to:

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

