

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/ 443 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Rajiv Singh		8141-2321-0629	
		Qr. No.C/03, Bankia Colony, At/PO- Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 7327897888	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	01.08.2024			
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	03.08.2024/12.08.2024			
9	Date of Order	27.08.2024			
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:		
	Sri Rajiv Singh		1. Er. Sandeep Parida, SDO 2. Sri Ashok Panda, Acct. 3. Sri Jay Krushna Sahoo. OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 443 of 2024. The Complainant is a LT-Domestic consumer having consumer number 8141-232-0629 with connected load of 01 KW.

That the Complainant has raised objection for excess billing though the line disconnected from Jul'23 to Oct'23 for non-payment. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier.

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 excess billing done during meter defective period and reconnection.
- 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 produced the billing abstract from Jun'2021 to Jun'2024 and two PVRs on dt.03.08.2024 and dt.06.08.2024.
- The previous meter bearing number 8095071 was defective from Aug'21 to Jun'23 and a new meter bearing number TWST1749156 has been changed on dt.14.04.2024.
- 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:

- The complainant has been billed on actual meter reading upto Jun'21 and the abnormal provisional bills started from Aug'21 to Jun'23 with high consumption of 2682 units, 2774 units and 2866 units per month.
- The previous meter bearing number 8095071 was defective from Aug'21 to Jun'23 and a new meter bearing number TWST1749156 has been changed on dt.14.04.2024.
- Therefore, it is decided by the Forum to drop the case.

Directions of the forum


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

- The prorated actual bill served to the complainant from Aug'21 to Jun'23 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 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 **dt.30.11.2024**.

"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/ 545⁽⁴⁾

Date: 30/08/2024

Certified Copy to:

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

