

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. | RKL/ 455 /2024 | | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | | |
| | | Karamjit Kour | | 8131-1201-1152 | | |
| | | Near Triveni Talkies, | | Contact No.: | | |
| | | At/PO- Rajgangpur, Dist- Sundargarh. | | 9090000860 | | |
| 3 | Respondent | Name | | Division | | |
| | | SDO-I, RED, TPWODL, Rajgangpur. | | RED, TPWODL, Rajgangpur. | | |
| 4 | Date of Application | | 07.08.2024 | | | |
| 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 | | 07.08.2024 | | | |
| 9 | Date of Order | | 29.08.2024 | | | |
| 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: | | | |
| | K Kour | | Er. Sanjeev Mohanty, SDO | | | |

ORDER

Brief Facts of the Case

During the spot hearing at Kalunga Electrical Sub-division camp on dt.07.08.2024, the complainant appeared before the Forum whereas SDO Electrical, Kalunga appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8131-1201-1152 with connected load of 02 Kw. That the Complainant has raised objection regarding wrong bills during meter defective period 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:

Submission of the Complainant:

- The complainant submitted that wrong bills during meter defective period have been served to him due to which high billings have been done 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.

Reply Submission of the Respondent:

- The respondent produced the billing abstract from Oct'2022 to Jun'2024 and a PVR dt.07.08.2024 mentioning the meter reading as 109 Kwh of meter no. TWSC51071670.
- The respondent also agreed to the wrong billing from Nov'2022 to Oct'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 provisional basis from the outset @ 197, 115, 120 units per month upto Oct'2023 due to defective meter.
- A new meter bearing Sl. No. TWSC51071670 has been installed on dt.02.11.2023 in the premises of the complainant.
- Therefore, it is decided by the Forum that provisional 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 bills served to the complainant from Nov'2022 to Oct'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 **dt.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)


President

No. GRF/RKL/ 566⁽⁴⁾

Date: 30/08/2024

Certified Copy to:

- 3) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 4) The Chief Legal, TPWODL, Burla.

