

# 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/ 462/2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Jogeswar Goud		8133-1105-0336		
		At/PO- Sialjore, Kuarmunda, Dist- Sundargarh.		Contact No.:		
				Nil		
3	Respondent	Name		Division		
		SDO- Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	09.08.2024				
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):				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	09.08.2024				
9	Date of Order	31.08.2024				
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:			
	Jogeswar Goud		Er. Ashok Sahoo, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Kuarmunda Electrical Sub-division camp on dt.09.08.2024, the complainant appeared before the Forum whereas SDO Electrical, Kuarmunda appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-domestic consumer having consumer No. 8133-1105-0336 with connected load of 0.5 Kw. That the Complainant has raised objection regarding wrong reading was punched after meter change in the month of Jun'2021 and provisional 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:

### **Submission of the Complainant:**

- The complainant submitted that wrong reading and provisional bills 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 Nov'2011 to Jun'2024 and a PVR dt.26.07.2024 mentioning the meter reading as 126 Kwh of meter no. TWSP51084403.
- The respondent also agreed to the wrong reading punching and provisional billing from Aug'2021 to Aug'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 basis during Jun'2021 for 2990 units due to wrong meter reading taken. Provisional bills had been served from Sep'21 to Aug'23 with various readings.
- A new meter bearing Sl. No. TWSP51084403 has been installed on dt.03.11.2023 in the premises of the complainant.
- Therefore, it is decided by the Forum to revise the wrong bills.

### **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 Jun'2021 to May'2023 (Two Years) 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*

  
**Member (F)**

  
**President**

No. GRF/RKL/ 573<sup>(4)</sup>

Date: 31/08/2024

Certified Copy to:

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

