

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)
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	RKL/ 467 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Smt. T. Sarojini		8112-2211-0305	
		At/PO- Shivagi Marg, Lal Building, Rourkela, Dist- Sundargarh.		Contact No.: 8917586850	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	13.08.2024			
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 & equipment	
		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	13.08.2024			
9	Date of Order	19.09.2024			
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:		
	T. Sarojini		Er. Anamika Bohidar, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Power House Road Electrical Section of Rourkela Electrical Division camp on Dt.13-08-2024, the complainant appeared before the Forum whereas SDO-Udit Nagar appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having Consumer No. 8112-2211-0305 with connected load of 02 KW. That the Complainant has raised objection "the excess unit charged during Aug'2023 is a jumped reading". 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 the excess unit charged during Aug'2023 is a jumped reading 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 Apr'2018 to Mar'2024 and a PVR dated 13-08-2024 with reading '391' of meter TWSP51045120.
- The respondent agreed to the high consumption billing during Jul'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:

- The complainant has been billed on actual meter readings up to Jun'2023 with a meter reading of "4880" of meter no. WUV29095.
- In the month of Jul'2023 billing has been done @ 3020 units on actual basis which the complainant complained later. MRT tested the meter and found defective and a new meter bearing Sl. No. TWSP51045120 has been installed on dt.21.08.2023 in the premises of the complainant.
- The first bill of new meter during Aug'2023 served on actual basis which is a pro-rata bill and hence wrong.
- 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 bills served to the complainant from Jul'2023 to Aug'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 31-10-2024.

"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/ 659⁽⁴⁾

Date: 19/09/2024

Certified Copy to:

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

