

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/ 484 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Pankajini Thakur		8121-2105-0345	
		At/PO- Tushar Market Complex, Dist- Sundargarh.		Contact No.:	
3	Respondent	Name		Division	
		SDO-Sundargarh, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application	14.08.2024			
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	14.08.2024			
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:		
	Pankajini Thakur		Er. Atman Mishra, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Sundargarh Electrical Section of Sundargarh Electrical Division camp on dt.14.08.2024, the complainant appeared before the Forum whereas SDO, Sundargarh, SED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer with connected load of 1.5 Kw. That the Complainant has raised objection regarding average billing from May'2023 to Oct'2023. 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:

Submission of the Complainant:

- The complainant submitted that average billing from May'2023 to Oct'2023 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.

Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jan'2023 to Jun'2024.
- He had also produced a PVR dt.04.07.2024 mentioning the meter reading as "151" of meter number TWSP51063564.
- The respondent also agreed to average billing from May'2023 to Oct'2023. 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:

- Average billing from May'2023 to Oct'2023 have been done @ 315 units, 335 units, 324 units per month as the meter is defective.
- As per PVR submitted by respondent, a new meter bearing number TWSP51063564 had been installed in the premises of the complainant on dt.18.10.2023 and the current billing pattern is correct as the PVR. The first actual bill of this meter is on prorata basis
- Therefore, it is decided by the Forum that, the provisional/wrong round billing 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 average bills served to the complainant from May'2023 to Oct'2023 are to be revised by taking six months' average of actual consumption 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".



Co-opted Member



Member (F)



President

No. GRF/RKL/ 594⁽⁴⁾

Date: 31/08/2024

Certified Copy to:

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

