

# 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.	<b>RKL/ 487 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Ishwara Rana		8121-2113-0349		
		At/PO- Luhuradhipa, Dist- Sundargarh.		Contact No.:		
				Nil		
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:			
	Ishwara Rana		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 03 Kw. That the Complainant has raised objection regarding wrong billing from Sep'2022 to Aug'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 wrong bill from Sep'2022 to Aug'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 Aug'2022 to Jun'2024.
- He had also produced a PVR dt.11.07.2024 mentioning the meter reading as "871" of meter number TW02081600.
- The respondent also agreed to the wrong billing from Sep'2022 to Aug'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:

- The bills from Sep'2022 to Aug'2023 have been billed with high wrong readings though the same meter changed immediately. The first bill of new meter is also wrong as served on pro-rata basis.
- As per PVR submitted by respondent, a new meter bearing Sl. No. TW02081600 had been installed in the premises of the complainant on dt.28.08.2023 and the current billing pattern is correct as the PVR.
- Therefore, it is decided by the Forum that, the wrong 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 wrong bills served to the complainant from Sep'2022 to Aug'2023 are to be revised by taking average of six months actual consumption of the 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/ 582<sup>(14)</sup>

Date: 31/08/2024

Certified Copy to:

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

