

# 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/ 491 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Shashi Bhusan Sahoo		8147-1137-0042	
		At/PO- Tendra, Bonai, Dist- Sundargarh.		Contact No.:	
				Nil	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	16.08.2024			
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	16.08.2024			
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:			
	Shashi Bhusan Sahoo	Er. Anukul Chandra Mohanty, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Bonai Electrical Section of Rourkela Sadar Electrical Division camp on dt.16.08.2024, the complainant appeared before the Forum whereas SDO, Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with connected load of 02 Kw. That the Complainant has raised objection regarding the average billing given from Oct'2021 to Jul'2023 served to him. 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 given from Oct'2021 to Jul'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 Feb'2018 to Jun'2024.
- He had also produced a PVR dt.27.07.2024 mentioning the meter reading as "194" of meter number TWSP51040116.
- The respondent also agreed to the average billing given from Oct'2021 to Jul'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:

- That the complainant has been billed on actual meter reading up to Aug'2021 with a meter reading of "10037" of meter No. 335297.
- The bills from Sep-Oct'2021 to Jul'2023 have been billed on average with various units per month. From Aug'2023 onwards almost actual bills have been served.
- As per PVR submitted by respondent, the new meter bearing Sl. No. TWSP51040116 have been installed on dt.31.08.2023 in the premises of the complainant and the meter reading is "194" Kwh.
- Therefore, it is decided by the Forum that, the provisional/wrong round billing period bills should be revised.

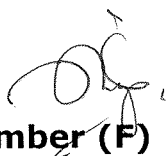
### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- The average bills served to the complainant from Sep'2021 to Jul'2023 are to be revised by taking six months' average of actual consumption of new meter as per Section 155 and 157 of the 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".*



**Member (F)**

No. GRF/RKL/ 631 (4)



**President**

Date: 17/09/2024

Certified Copy to:

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

