

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/ 506 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Akshya Kumar Nayak		8114-2210-0038	
		Qr No.B/34, At/PO- Koel Nagar, Rourkela, Dist- Sundargarh.		Contact No.:	
		Nil			
3	Respondent	Name		Division	
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	20.08.2024			
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				157
8	Date(s) of Hearing	20.08.2024			
9	Date of Order	23.09.2024			
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:		
	Akshya Kumar Naik		Er. Subhasis Mohanty, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Koelnagar Electrical Section of Rourkela Electrical Division camp on dt.20.08.2024, the complainant appeared before the Forum whereas SDO, Koelnagar, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with connected load of 3.5 Kw. That the Complainant has raised an objection regarding the abnormal billing for the month of May'2024 served to him. He requested revision of bills and mentions verbal complaints 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 abnormal billing for the month of May'2024 served to him resulted to accumulation of arrear.
- He further submitted that he had made verbal complaint 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'2020 to Jun'2024.
- He had also produced a PVR dt.20.08.2024 mentioning the meter reading as "1065" of meter number TWST1750145.
- The respondent also agreed to abnormal billing for the month of May'2024. However, the respondent requested the Forum to take appropriate decisions 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 upto Apr'2024 with a meter reading of "15454" of Meter No WLT044394. The last reading of old meter is 16496 Kwh and hence billing for May'2024 had been properly done.
- The bills for May'2024 have been billed on actual @ 1432 units per month. This bill is disputed, and new meter had been changed on dt.22.06.2024. From Jun'2024 onwards almost actual bills have been served.
- As per PVR submitted by respondent, the new meter bearing meter number TPWODL1054610 has been installed on dt.22.06.2024 in the premises of the complainant and the meter reading is "1065" Kwh as on dt.20.08.2024.
- Therefore, it is decided by the Forum that, the provisional bills should be revised.

Directions of the forum

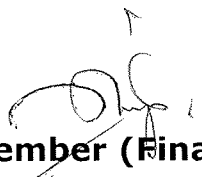
In view of the above findings and discussions, the Forum is of the view that,

- The actual bills served to the complainant from Jun'2022 to May'2024 is to be revised by taking IMR "10287" and FMR "16496" of meter as per Section 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments made during the revision period are to be taken into consideration.
- DPS charged on the wrong bills are to be withdrawn.

The 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 (Finance)


President

No. GRF/RKL/ 684⁽⁴⁾

Date: 23/09/2024

Certified Copy to:

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

