

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/ 507 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Laxmi Priya Pati		8114-2320-0335	
		Shop No.18, Near Jagannath Temple, At/PO- Jhirpani, Rourkela, Dist- Sundargarh.		Contact No.: 7789894033	
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 & 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	20.08.2024			
9	Date of Order	25.09.2024			
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:		
	Laxmi Priya Pati		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 a LT-General Purpose consumer with connected load of 0.5 Kw. That the Complainant has raised objection regarding the abnormal billing from Aug'2022 to Nov'2022 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 from Aug'2022 to Nov'2022 served to him resulted to accumulation of arrears.
- 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 "no display" of meter number TPWODL1054610.
- The respondent also agreed to the provisional billing given from Aug'2022 to Nov'2022. 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 Aug'2022 with a meter reading of "3706" of Meter No WLT049777 which the consumer also disputing as the same meter is changed after three provisional bills due to defective meter.
- From Dec'2022 onwards almost actual bills have been served. The Dec'2022 bill is served on pro-rata basis and hence wrong.
- As the Complainant is not using power and wants permanent disconnection, the Forum decides to revise the bills based on previous healthy consumption of the meter.

Directions of the forum


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

- The provisional bills served to the complainant from Aug'2022 to Dec'2022 are to be revised by taking average of six months' actual consumption from Feb'2022 to Jul'2022 of prevailing meter as per Regulation 155 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments made during the revision period are also to be taken into consideration.
- DPS charged on the wrong bills are also 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/ 693⁽⁴⁾

Date: 26/09/2024

Certified Copy to:

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

