

# 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/ 508 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Albert Oram		8145-2328-0557	
		At/PO- Ergeda, Lathikata, Rourkela Dist- Sundargarh.		Contact No.: 7064245375	
3	Respondent	Name		Division	
		SDO-V, RSED, TPWODL, Rourkela.		RSED, 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):				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	29.08.2024			
9	Date of Order	26.09.2024			
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:		
	Albert Oram		1. Er. Gaurab Chattopadhyay, SDO 2. Sri Niladri Bihari Sethi, Acct.		

## **ORDER**

### **Brief Facts of the Case**

The present case has been registered in this forum vide Case Number 508 of 2024. The Complainant is a LT-Domestic consumer having consumer number 8145-2328-0557 with connected load of 0.04 KW.

That the Complainant has raised objection for excess billing from 2015 to 2024. 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 excess billing from 2015 to 2024 due to which high billings have been done 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 Oct'2013 to Jun'2024 and a PVR dated 02-08-2024 mentioning the meter reading as "1552" of meter no. TW02069930.
- The respondent also agreed to the provisional/average billing from Feb'2022 to Sep'2023 and agreed for revision of bills. 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 had been billed on actual meter reading up to Mar'2015 with a meter reading of "1155" of meter No. WESCO9130411.
- For the month of May'2015 bill has been served for "9886" units by recording the back meter reading as "1041" with a wrong remark of "Round Complete". From Jun'2015 onwards almost actual bills have been served with due adjustment of provisional bills.
- The same meter continued upto Jan'2023 and changed latter.
- 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 provisional/wrong round complete bills served to the complainant from Apr'2015 to Feb'2016 are to be revised by taking IMR "1155" and FMR "2036" as per Regulation 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.

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/ 700<sup>(4)</sup>

Date: 26/09/2024

Certified Copy to:

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

