

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.	RKL/ 514 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Secy. Amar Jyoti Pani Panchayat		8110-0110-0202		
		At/PO- Kopsingha-III, Bisra,		Contact No.:		
		Rourkela, Dist- Sundargarh.		7847981473		
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	21.08.2024				
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	21.08.2024				
9	Date of Order	21.09.2024				
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:			
	Secretary		Er. Rajesh Pandey, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bisra Electrical Section of Rourkela Electrical Division camp on dt.21.08.2024, the complainant appeared before the Forum whereas SDO, Bisra, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Irrigation consumer with connected load of 12.5 Hp. That the Complainant has raised an objection regarding high bill for the month of Mar'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 high bill for the month of Mar'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 Jan'2023 to Jul'2024.
- He had also produced a PVR dt.22.08.2024 mentioning the meter reading as "20712" of meter number 10031972.
- The respondent also agreed to high bill for the month of Mar'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 consumer had availed power supply during Feb'2021 and bill started with one wrong starting reading of 77370 Kwh from Apr'2011. The bills for Mar'2023 has been billed on actual basis @ 23256 units during the month of meter change.
- As per PVR submitted by respondent, the new meter bearing meter number 10031972 have been installed on dt.01.03.2023 in the premises of the complainant and the meter reading is "20712" Kwh as on dt.22.08.2024.
- Therefore, it is decided by the Forum that, the pro-rata 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 bill served to the complainant from Apr'2021 to Mar'2023 are to be revised as per the average of six consecutive actual billing of 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.

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".


Member (Finance)


President

No. GRF/RKL/ 670⁽⁴⁾

Date: 23/09/2024

Certified Copy to:

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

