

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/ 515 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Jagannath Kishan		8130-0103-4717		
		At/PO- Panderpallo, Tiklipada, Rajgangpur, Dist- Sundargarh.		Contact No.:		
		Nil				
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	22.08.2024				
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	22.08.2024				
9	Date of Order	13.09.2024				
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:			
	Jgannath Kishan		Er. Pabitra Chitta Mukherjee, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Rajgangpur Electrical Section of Rajgangpur Electrical Division camp on dt.22.08.2024, the complainant appeared before the Forum whereas SDO, Rajgangpur, 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 2.5 Kw. That the Complainant has raised an objection regarding average billing from May'2019 to Aug'2022. 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 average billing from May'2019 to Aug'2022 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 May'2019 to Jul'2024.
- He had also produced a PVR dt.22.08.2024 mentioning the meter reading as "2181" of meter number TPU282260.
- The respondent also agreed to average billing from May'2019 to Aug'2022. 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 bills average billing from May'2019 to Aug'2022 have been billed on various units per month. After meter change in Mar'2022, billing was not corrected upto Aug'2022.
- As per PVR submitted by respondent, the new meter bearing meter number TPU28260 have been installed on dt.21.03.2022 in the premises of the complainant and the meter reading is "2181" Kwh as on dt.22.08.2024.
- Therefore, it is decided by the Forum that, the average 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 Jul'2020 to Aug'2022 (Two Years) 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/ 635⁽⁴⁾

Date: 17/09/2024

Certified Copy to:

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

