

# 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.                                     | <b>RKL/ 518 /2024</b>  |                                 |  |         |
| 2  | Complainant                                  | Name & Address:  |                                 | Consumer No:   |         |
|    |  | Asutosh Patra  |                                 | 8147-1133-0003                                       |         |
|    |  | At/PO- Bonaikela,<br>Dist- Sundargarh.                                   |                                 | Contact No.:   |         |
| 3  | Respondent                                   | Name   |                                 | Division   |         |
|    |  | SDO-VII, RSED, TPWODL, Rourkela.   |                                 | RSED, TPWODL, Rourkela.                              |         |
| 4  | Date of Application                          | 23.08.2024   |                                 |  |         |
| 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               |                                 |  | 155/157 |
| 8  | Date(s) of Hearing                           | 23.08.2024   |                                 |  |         |
| 9  | Date of Order                                | 12.09.2024   |                                 |  |         |
| 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:    |  |         |
|    | Asutosh Patra                                |  | Er. Anukul Chandra Mohanty, SDO |  |         |

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Bonai Electrical Section of Rourkela Sadar Electrical Division camp on dt.23.08.2024, the complainant appeared before the Forum whereas SDO, Bonai, RSED 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 1 Kw. That the Complainant has raised objection regarding the average billing given from Nov'2022 to Jan'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 average billing given from Nov'2022 to Jan'2024 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 Nov'2017 to Jul'2024.
- He had also produced a PVR dt.05.08.2024 mentioning the meter reading as "97" of meter number TWB657925.
- The respondent also agreed to the average billing given from Nov'2022 to Jan'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:

- The bills from Aug'2022 to Feb'2024 have been billed on average basis with different units per month. From Mar'2024 onwards almost actual bills have been served. Actual bill of Mar'2024 is a pro-rata bill and hence requires correction.
- As per PVR submitted by respondent, the new meter bearing SI. No. TWB657925 has been installed on dt.27.03.2024 in the premises of the complainant and the meter reading is "97" Kwh as on dt.05.08.2024.
- 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 Sep'2022 to Mar'2024 are to be revised by taking average of six months' actual consumption of new meter as per Section 155 and 157 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".*

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 643<sup>(4)</sup>

Date: 17/09/2024

Certified Copy to:

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

