

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Grish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher	...	President
Sri Chitta Ranjan Dash	...	Member (Finance)

1	Case No.	RKL/ 52 /2025										
2	Complainant	Name & Address:								Consumer No:		
		Bhagirathi Rout								8130-0103-2760		
		At- Raikakachar, PO- Kutunia,								Contact No.:		
		Kutra, Dist- Sundargarh.								9078629732		
3	Respondent	Name								Division		
		Executive Engineer, RED, TPWODL, Rajgangpur.								RED, TPWODL, Rajgangpur.		
4	Date of Application		27.01.2025									
5	In the matter of-	1. Agreement / Termination				x	2. Billing Disputes				√	
		3. Classification / Reclassification of Consumers				x	4. Contract Demand / Connected Load				x	
		5. Disconnection / Reconnection of Supply				x	6. Installation of Equipment & apparatus of Consumer				x	
		7. Interruptions				x	8. Metering				x	
		9. New Connection				x	10. Quality of Supply & GSOP				x	
		11. Security Deposit / Interest				x	12. Shifting of Service Connection & equipments				x	
		13. Transfer of Consumer Ownership				x	14. Voltage Fluctuations				x	
		15. Others (Specify) - x										
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		27.01.2025									
9	Date of Order		24.02.2025									
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:						
	Bhagirathi Rout					Er. Pabitra Chitta Mukherjee, SDO						

ORDER

Brief Facts of the Case

During the spot hearing at SDO-II Office of Rajgangpur Electrical Sub-division camp on dt.27.01.2025, the complainant appeared before the Forum whereas SDO-II, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-LI consumer having connected load of 3 KW. That the Complainant has raised objection for provisional billing from Apr'2018 to Jul'2023. He requested revision of bills and mentions about verbal complaints being made to the respondent earlier on.

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 provisional bills have been generated from Apr'2018 to Jul'2023 due to which high billings have been done 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 following documents:
 - Billing abstract from Oct'2016 to Dec'2024.
 - Physical Verification Report on dt.24.01.2025.
 - Written version on dt.27.01.2025.
- The respondent also agreed to the wrong billing from Apr'2018 to Jul'2023 and 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:

- From Oct'2016 to Jul'2023, average bills have been served with 324 units per month as the meter is defective.
- A new meter bearing Sl. No.10046322 had been installed during Sep'2023 and the current reading is 1688 Kwh as on dt.24.01.2025.
- Bill served during Sep'2023 is on pro-rata basis and needs revision
- Therefore, it is decided by the Forum to revise the average bills.

Directions of the forum

In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The provisional/average bills served from Oct'2021 to Sep'2023 (Two Years) are to be revised by taking average of six consecutive billing of new meter.
- 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 complainant must clear all dues upon revision of bills.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**31.03.2025**.


Member (Finance)


President

No. GRF/RKL/ 137⁽⁴⁾

Date: 27/02/2025

Certified Copy to:

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

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.

