

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/522 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Kamala Kishan		8147-1124-0372	
		At/PO- Kisanpada, Bada Gagua, Bonai, 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:		
	Harihar Kishan		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-Domestic consumer with connected load of 0.02 Kw. That the Complainant has raised objection regarding the high consumption bill for the month of Aug'2023 and average bill for Sep'2023 served to him. 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:

1. Submission of the Complainant:

- The complainant submitted high consumption bill for the month of Aug'2023 and average bill for Sep'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.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Jun'2021 to Jul'2024.
- He had also produced a PVR dt.23.08.2024 mentioning the meter reading as "262" of meter number TWPS1073638.
- The respondent also agreed to the high consumption bill for the month of Aug'2023 and average bill for Sep'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:

- That the complainant has been billed on actual meter reading up to Jul'2023 with a meter reading of "1906" of meter No. LW600094. Thereafter wrong reading bills were served.
- For the month of Aug'2023 bill has been served for "7132" units by recording the meter reading as "9038" Kwh which the Respondent agrees a wrong reading. Average bill of 1970 units had been served during Sep'2023.
- From Oct'2023 onwards, almost all actual bills have been served.
- As per PVR submitted by respondent, a new meter bearing Sl. No. TWPS1073638 is continuing in the premises of the complainant and the current reading is "262" Kwh as on dt.23.08.2024.
- 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 wrong and average bills served to the complainant from Aug'2023 to Sep'2023 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 done during the revision period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.

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 (F)



President

No. GRF/RKL/638⁽⁴⁾

Date: 17/09/2024

Certified Copy to:

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

