

# 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)  
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	<b>RKL/ 525 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Ladali Khatoon		8112-2314-0532		
		At- Sarla Market, Mahatab Road, PO- Main Road, Rourkela, Dist- Sundargarh.		Contact No.:		
		Nil				
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	27.08.2024				
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 & equipment		
		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	27.08.2024				
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:			
	Ladali Khatoon		Er. Anamika Bohidar, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Main Road Electrical Section of Rourkela Electrical Division camp on dt.27.08.2024, the complainant appeared before the Forum whereas SDO, Uditnagar, RED 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 01 Kw. That the Complainant has raised objection regarding the average billing given from Sep'2018 to Nov'2019 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 Sep'2018 to Nov'2019 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 Sep'2018 to Jul'2024.
- He had also produced a PVR dt.27.08.2024 mentioning the meter reading as "899" of meter number LW481847.
- The respondent also agreed to the average billing given from Sep'2018 to Nov'2019. 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 Sep'2018 to Nov'2019 have been billed on average @ 108 units per month as there was no meter. From Dec'2019 onwards actual billing started, provisional billings made upto Mar'2022.
- As per PVR submitted by respondent, the new meter bearing Sl. No. LW481847 have been installed on dt.19.12.2019 in the premises of the complainant and the meter reading is "899" Kwh as on dt.27.08.2024.
- 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'2018 to Nov'2019 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 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".*

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 645<sup>(4)</sup>

Date: 17/09/2024

Certified Copy to:

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

