

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/ 528 /2024 | | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | | |
| | | Hemanta Kumar Dash | | 8122-2208-1693 | | |
| | | At/PO- Bandhapalli, Ujalpur, Dist- Sundargarh. | | Contact No.: | | |
| | | | | Nil | | |
| 3 | Respondent | Name | | Division | | |
| | | SDO-Ujalpur, SED, TPWODL, Sundargarh. | | SED, TPWODL, Sundargarh. | | |
| 4 | Date of Application | 28.08.2024 | | | | |
| 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 | 28.08.2024 | | | | |
| 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: | | | |
| | Hemanta Kumar Dash | | Er. Biraj Patel, SDO | | | |

ORDER

Brief Facts of the Case

During the spot hearing at Ujalpur Electrical Sub-division of Sundergarh Electrical Division camp on dt.28.08.2024, the complainant appeared before the Forum whereas SDO, Ujalpur 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 04 Kw. That the Complainant has raised an objection regarding the average bills served to him. 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 average billing from Sep'2023 to Jun'2024 served to him resulted in 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 Mar'2023 to Jul'2024.
- He had also produced a PVR dt.13.08.2024 mentioning the meter reading as "252" of meter number TWB327148.
- The respondent also agreed to the average billing given from Aug'2023 to Jun'2024 in his written version. 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:

- That the complainant has been billed on actual meter reading up to Jul'2023 with a meter reading of "140" of meter No. TPWODL1040509.
- The bills from Aug'2023 to Jun'2024 have been billed on average with various units per month. From Mar'2024 onwards, actual bills have been served with proper adjustment of provisional bills.
- As per PVR submitted by respondent, the new meter bearing Sl. No. TWB327148 has been installed on dt.06.06.2024 in the premises of the complainant and the meter reading is "252" Kwh as on dt.13.08.2024.
- 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 Aug'2023 to Jun'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 **31-01-2025**.

"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)

No. GRF/RKL/ 648⁽⁴⁾



President

Date: 17/09/2024

Certified Copy to:

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

