

# 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/ 530 /2024</b>  |                              |  |         |   |
| 2  | Complainant                                  | Name & Address:  |                              | Consumer No:   |         |   |
|    |  | Janma Munda  |                              | 8122-2202-0451                                       |         |   |
|    |  | At/PO- Bandhapalli,<br>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                                | 30.09.2024   |                              |  |         |   |
| 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: |  |         |   |
|    | Janma Munda                                  |  | Er. Biraj Patel, SDO         |  |         |   |

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Ujalpur Electrical Sub-division of Sundargarh 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-Domestic consumer with connected load of 2.0 Kw. That the Complainant has raised an objection regarding the wrong round complete and provisional 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 wrong round complete and provisional billing from Feb'2020 to Jul'2020 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 Jan'2013 to Jul'2024.
- He had also produced a PVR dt.05.08.2024 mentioning the meter reading as "106" of meter number TWB326218.
- The respondent also agreed to the wrong round complete billing for the month of May'2020.
- 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 Nov'2019 with a meter reading of "1821" of meter No. WCS30155.
- For the month of Dec-Jan'2020 actual bill has been served for "9905" units by recording the meter reading as "1726" with a remark of "Round Complete". The bills from Feb'2020 to Jul'2020 have been billed on provisional basis. During May'2023, the same meter again shown with actual reading of 3233 units.
- Therefore, it is decided by the Forum that, the provisional/ round complete 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 provisional/wrong round complete bills served to the complainant from Dec'2019 to Jul'2020 are to be revised by taking average of IMR "1821" (CMR of Nov'2019) and FMR "3233" (CMR of May'2023) as per Regulation 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments made during 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.

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

No. GRF/RKL/ 713<sup>(4)</sup>

  
**President**

Date: 30/09/2024

Certified Copy to:

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

