

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.	RKL/ 536 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Gayadhar Naik		8141-2111-0079		
		At/PO- Industrial Estate, Rourkela, Dist- Sundargarh.		Contact No.: 7873989464		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application	05.09.2024				
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	05.09.2024				
9	Date of Order	19.09.2024				
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:			
	Gayadhar Naik		Er. Sandeep Parida, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Kalinga Vihar section of Rourkela Sadar Electrical Division camp on dt.05.09.2024, the complainant appeared before the Forum whereas SDO-I, 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 02 Kw. That the Complainant has raised objection for inflated billing from Aug'2022 to Apr'2024. He requested for revision of bills and mentions about verbal complaint 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 inflated billing from Aug'2022 to Apr'2024 due to which high billings have been done 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.

Reply Submission of the Respondent:

- The respondent produced the billing abstract from Apr'2018 to Aug'2024 and a PVR dated 04-09-2024 mentioning the meter reading as "1249" of meter no. TWST1749186.
- The respondent also agreed to the inflated billing from Aug'2022 to Apr'2024 and agreed for revision of bills. 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 readings up to May'2024 with a meter reading of "15360" of meter WES32626. This meter found defective after testing on dt.07.05.2024 as the consumer challenged the meter and a new meter installed on dt.27.05.2024.
- The complainant complains the meter defective since Aug'2022 as very high reading bills started.
- A new meter bearing Sl. No. TWST1749186 has been installed on dt.27.05.2024 in the premises of the complainant and the FMR is 1249 Kwh as on dt.04.09.2024. The first bill served during May'2024 of new meter is also a pro-rata bill.
- Therefore, it is decided by the Forum that, the abnormal actual bills generated during this period should be revised.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The abnormal actual bills served to the complainant from Aug'2022 to May'2024 are to be revised as per the average of six actual consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Meter testing fees if paid by the complainant must be adjusted in bills.
- 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 **31-01-2025**.

"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".


Co-Opted Member


Member (Finance)


President

No. GRF/RKL/ 661⁽⁴⁾

Date: 19/09/2024

Certified Copy to:

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

