

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/ 541 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Santosh Kishan		8130-0103-3338		
		At/PO- Amgova, Rajgangpur, Dist- Sundargarh.		Contact No.: 9124066940		
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	06.09.2024				
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	06.09.2024				
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:			
	Santosh Kishan		Er. Sanjeev Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Rajgangpur Electrical Sub-division camp on dt.06.09.2024, the complainant appeared before the Forum whereas SDO Electrical, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-lift irrigation consumer having consumer No. 8130-0103-3338 with connected load of 04 Kw. That the Complainant has raised an objection regarding the 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 provisional bills have been served to him due to which high billings have been done resulting 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'2021 to Jul'2024 and a PVR dt.06.09.2024 mentioning the meter reading as 2578 Kwh of meter 10046935.
- The respondent also agreed to the provisional and defective billing from Nov'2021 to Oct'2023 and agreed for revision of bills.
- 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 provisional basis from Sep'2021 to Apr'2022 @ 432 units per month. From May'2022 to Aug'2023, defective bills were served with various units due to defective meter.
- Though a new meter was installed on dt.04.11.2023 and the prorated bill generated for Oct'2023 is also wrong.
- A new meter bearing Sl. No. 10046935 has been installed on dt. 04.11.2023 in the premises of the complainant and the CMR is 2578 as on dt.06.09.2024.
- Therefore, it is decided by the Forum that provisional 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 bills served to the complainant from Nov'2021 to Oct'2023 (Two Years) are to be revised as per the average of six consecutive actual billing 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 **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".


Co-Opted Member


Member (Finance)


President

No. GRF/RKL/ 686⁽⁴⁾

Date: 19/09/2024

Certified Copy to:

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

