

# 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/ 543 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		A.C. Mohanty At/PO- Hamirpur, Rourkela, Dist- Sundargarh.		8114-2222-0035	
				Contact No.:	
				Nil	
3	Respondent	Name		Division	
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	10.09.2024			
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	10.09.2024			
9	Date of Order	21.09.2024			
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:			
	A. C. Mohanty	Er. Subhasis Mohanty, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Koelnagar Electrical Section of Rourkela Electrical Division camp on dt.10.09.2024, the complainant appeared before the Forum whereas SDO, Koelnagar, 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 an objection regarding the average billing prior to meter change. He requested revision of bills and mentions about verbal complaint 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 the average billing prior to meter change which 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 Jan'2001 to Apr'2023 and a PVR dt.10.09.2024 mentioning the meter reading as nil of meter number WLT089507.
- The respondent also agreed to past average billing. 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 average basis from Jan'2001 to Mar'2018 @ of 108 units, 144 units due to defective meter.
- In the meanwhile, a new meter bearing Sl. No. WLT089507 had been changed during Apr'2018 in the premises of the complainant and is continuing till date.
- Therefore, it is decided by the Forum that, the average period bills should be revised.

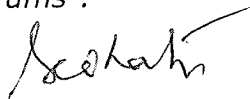
### **Directions of the forum**

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

- The average bills served to the complainant from Apr'2016 to Mar'2018 (Two Years) are to be revised as per the average of six consecutive actual billing of new meter as per Regulation 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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.

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/ 673<sup>(4)</sup>

Date: 23/09/2024

Certified Copy to:

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

