

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/ 544 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Banalata Mohanty		8114-2219-0098		
		Qr. No. D/54, At/PO- Koel Nagar, Rourkela, Dist- Sundargarh.		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			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:			
	Banalata 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 05 Kw. That the Complainant has raised an objection regarding the wrong final reading taken at the time of change of meter. 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 wrong final reading taken at the time of change of meter 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 Apr'2022 to Jul'2024 and a PVR dt.09.09.2024 mentioning the meter reading as "28" of meter number TWSP51166416.
- The respondent also agreed about wrong FMR entered by MMG team during meter replacement. 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 upto Feb'2024 with a meter reading of "81423" of Meter No TT00436551. This meter number is wrong as clarified by the Respondent and the correct meter number is 10317897.
- The bills for Mar'2024 has been billed on actual @ 2104 units which is the sum of current meter reading and the units remaining of last meter. The last meter actual reading is 81530 Kwh whereas wrongly entered as 83453 Kwh.
- As per PVR submitted by respondent, a new meter bearing meter number TWSP51166416 have been installed on dt.25.03.2024 in the premises of the complainant and the meter reading is "28" Kwh as on dt.09.09.2024.
- Therefore, it is decided by the Forum to revise the bill.

Directions of the forum

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

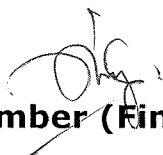
- The wrong bill served to the complainant for Mar'2024 is to be revised by taking final meter reading of old meter as "81530" Kwh as per Regulation 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments done during revision period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.

The matter is closed herewith 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/674⁽⁴⁾

Date:

Certified Copy to:

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

