

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.	RKL/ 545 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Dula Lakra		8133-1107-0840	
		At/PO- Karlabud, Kuarmunda, Dist- Sundargarh.		Contact No.:	
3	Respondent	Name		Division	
		SDO- Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	12.09.2024			
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	12.09.2024			
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:			
	Dula Lakra	Er. Ashok Sahoo, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Kuarmunda Electrical Sub-division camp on dt.12.09.2024, the complainant appeared before the Forum whereas SDO Electrical, Kuarmunda appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8133-1107-0840 with connected load of 01 Kw. That the Complainant has raised objection regarding "average bills from Apr'2021 to Aug'2023" 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 average bills from Apr'2021 to Aug'2023 served to him due to which high billings have been done resulted to accumulation of arrear.
- 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 Dec'2018 to Jul'2024 and a PVR dt.10.09.2024 mentioning the meter reading as 77 Kwh of meter no. TW02078151.
- The respondent also agreed to the average bills from Apr'2021 to Aug'2023 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 basis for the month of Mar'2021 for 05 units and thereafter on provisional and average basis upto Apr'2021 to Aug'2023 due to defective meter.
- A new meter bearing Sl. No. TW02078151 has been installed on dt.23.09.2023 in the premises of the complainant with FMR 77 Kwh as on dt.10.09.2024.
- 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 bills served to the complainant from Sep'2021 to Aug'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 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".


Member (Finance)


President

No. GRF/RKL/ 675⁽⁴⁾

Date: 23/09/2024

Certified Copy to:

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

