

# 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.	<b>RKL/ 547 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Md Asif Ansari		8133-1202-1076	
		At/PO- Karbala Road, Birmitrapur, Dist- Sundargarh.		Contact No.: 9938345634	
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:		
	Md Asif Ansari		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. 8133-1202-1076 with connected load of 01 Kw. That the Complainant has raised an objection regarding average bill from Jul'2021 to Jan'2024 served to him. 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 average bill from Jul'2021 to Jan'2024 served to him 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 Jun'2012 to Jul'2024 and a PVR dt.20.08.2024 mentioning the meter reading as 287 Kwh of meter no. TWB635567.
- The respondent also agreed to the average bill from Jul'2021 to Jan'2024 done 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 Jun'2021 for 290 units and thereafter on provisional basis upto Sep'2022 and on average basis upto Jan'2024 due to defective meter.
- A new meter bearing Sl. No. TWB6567 has been installed on dt.17.03.2024 in the premises of the complainant and current reading is 287 Kwh as on dt.20.08.2024.
- Therefore, it is decided by the Forum that provisional/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 provisional/average bills served to the complainant from Jul'2021 to Jun'2023 (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 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/ 677<sup>(4)</sup>

Date: 23/09/2024

Certified Copy to:

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

