

# 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/ 549 /2024</b>                             |  |                                     |        |
| 2  | Complainant  | Name & Address:                                   |  | Consumer No:                        |        |
|    |  | Luthar Badaik                                     |  | 8133-1313-3050                      |        |
|    |  | At/PO- Olhani, Kuarmunda,<br>Dist- Sundargarh.    |  | Contact No.:<br>6371268447          |        |
| 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                                  | <input checked="" type="checkbox"/> |        |
|    |  | 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                                       | <input checked="" type="checkbox"/>                  | Respondent                          | Others |
| 11 | Details of Compensation awarded, if any.                                 | Nil   |  |                                     |        |
| 12 | Appeared for the Complainant:  | Appeared for the Respondent:                      |  |                                     |        |
|    | Luthar Badaik  | 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. 8133-1313-3050 with connected load of 0.5 Kw. That the Complainant has raised objection regarding defective meter 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 defective bills have been served to him from Jul'2023 to May'2024 due to which high billings have been done resulted 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 Mar'2001 to Aug'2024 and a PVR dt.29.08.2024 mentioning the meter reading as "103" Kwh of meter no. TWST1722372.
- They have also submitted the meter testing report on dt.29.08.2024.
- The respondent also agreed to the defective billing from Jul'2023 to May'2024 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 submitted his grievance for revision from Jul'2023 to May'2024 as the meter found defective upon testing by the Respondent. The first bill of new meter generated on wrong actual final reading as the meter is defective.
- A new meter bearing Sl. No. TWST1722372 had been changed on dt.14.06.2024 in the premises and the current reading is 103 Kwh as on dt29.08.2024.
- Therefore, it has been decided by the Forum to revise defective period bills.


### **Directions of the forum**

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

- The defective period actual bills served to the complainant from Jul'2023 to May'2024 are to be revised as per the average of six actual consecutive billing of new meter as per Regulation 155 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The testing fee must be adjusted against electricity charges as per Regulation 108(v) of the Supply Code 2019.
- Adjustments done during revision period are also to be taken care of.
- 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 **31-01-2025**

*"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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 679<sup>(4)</sup>

Date: 23/09/2024

Certified Copy to:

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

