

# 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/ 55/ /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Naimon Barla		8130-0103-3479	
		At/PO- Buchukupada, Rajgangpur, Dist- Sundargarh.		Contact No.: 8763802173	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	13.09.2024			
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	13.09.2024			
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:			
	Naimon Barla	Er. Pabitra Chitta Mukherjee, SDO			

# **ORDER**

## **Brief Facts of the Case**

During the spot hearing at Rajgangpur-II Electrical Sub-division of Rajgangpur Electrical Division camp on dt.13.09.2024, the complainant appeared before the Forum whereas SDO, Rajgangpur-II appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Irrigation consumer with connected load of 03 Kw. That the Complainant has raised an objection regarding average billing from Sep'2021 to Aug'2023. He requested for 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 average billing from Sep'2021 to Aug'2023 served to him resulting 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 Nov'2016 to Jul'2024.
- He had also produced a PVR dt.13.09.2024 mentioning the meter reading as "359" of meter number 10046803.
- The respondent also agreed to average billing from Sep'2021 to Aug'2023. 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:

- Provisional/average bills from Dec'2019 to Aug'2023 have been served on various units per month.
- A new meter bearing number 10046803 had been installed on dt.13.10.2023 in the premises of the complainant and the meter reading is "359" Kwh as on dt.13.09.2024.
- Therefore, it is decided by the Forum to revise the average bills.

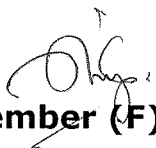
### **Directions of the forum**

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

- The provisional/average bills served to the complainant from 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 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments made 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 **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 (F)**

  
**President**

No. GRF/RKL/ 681<sup>(4)</sup>

Date: 23/09/2024

Certified Copy to:

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

