

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/ 554 /2024			
2	Complainant	Name & Address:		Consumer No:	
		D. K. SInha At/PO- Orampada, Rourkela, Dist- Sundargarh.		8112-2124-0014	
				Contact No.:	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	17.09.2024			
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	17.09.2024			
9	Date of Order	23.09.2024			
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:		
	K. K. Sinha		Er. Sandeep Parida, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Udit Nagar Electrical Section of Rourkela Electrical Division camp on 17-09-2024, the complainant appeared before the Forum whereas SDO- Udit Nagar appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8112-2124-0014 with connected load of 3.00 Kw. That the Complainant has raised objection regarding the defective meter actual 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 meter actual bills have been served to him 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 Feb'2001 to Aug'2024 and a PVR dated 17-09-2024 mentioning the meter WCS25692 is defective. Also, they have given the Meter testing report.
- The respondent also agreed to defective meter actual bills from Apr'2024 to Aug'2024 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decisions as necessary.

Findings of the Forum

Written/verbal Submissions made by both parties and arguments 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 submitted his grievance for revision from Apr'2024 to Aug'2024 as the meter found defective upon testing by the Respondent.
- In the meanwhile, a new meter bearing Sl. No. TWST1747130 has been changed on dt.17.09.2024 in the premises of the complainant.
- Therefore, it is decided by the Forum to defective 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 wrong actual bills served to the complainant from Apr'2024 to Aug'2024 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 dated **30-04-2025**.

"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: 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/ 688⁽⁴⁾

Date: 28/09/2024

Certified Copy to:

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

