

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/ 558 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Bhikari Nayak		8147-1412-0232	
		At- Gadapalli, PO- Khuntgaon, Bonai, Dist- Sundargarh.		Contact No.:	
				8917620930	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	18.09.2024			
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):				Cluses
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	18.09.2024			
9	Date of Order	26.09.2024			
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:		
	Bhikari Nayak		Er. Anukul Chandra Mohanty, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Bonai Electrical Section of Rourkela Sadar Electrical Division camp on dt.18.09.2024, the complainant appeared before the Forum whereas SDO, Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with connected load of 01Kw. That the Complainant has raised objection regarding the high bills in Jul'2023 and Aug'2023 served to him. He requested revision of bills and mentions verbal complaints 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 that the high bills in Jul'2023 and Aug'2023 served to him 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'2023 to Nov'2023.
- He had also produced a PVR dt.18.09.2024 mentioning the meter reading as "420" of meter number TW02070318.
- The respondent also agreed to the high bills in Jul'2023 and Aug'2023. However, the respondent requested the Forum to take appropriate decisions 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:

- The high bills in Jul'2023 and Aug'2023 have been served with 1096 units per month as the meter is defective. Provisional and average bills had been served from Jun'2022 to Jun'2023 and new meter changed.
- As per PVR submitted by respondent, the new meter bearing SI. No. TW02070318 has been installed on dt.06.09.2023 in the premises of the complainant and the meter reading is "420" Kwh as on dt.18.09.2024.
- From Sep'2023 onwards almost actual bills have been served.
- Therefore, it is decided by the Forum that, the provisional/average billing 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 Jun'2022 to Aug'2023 are to be revised by taking average of six months' actual consumption 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 dated **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".


Co-Opted Member


Member (Finance)


President

No. GRF/RKL/ 697⁽⁴⁾

Date: 26/09/2024

Certified Copy to:

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

