

# 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/ 567 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Sriya Patel		8121-2105-0264	
		At/PO-B. T. Road, Dist- Sundargarh.		Contact No.: 7752012347	
3	Respondent	Name		Division	
		SDO-Sundargarh, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application	20.09.2024			
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	20.09.2024			
9	Date of Order	27.09.2024			
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:		
	Sanatan Naik		Er. Atman Mishra, SDO		

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Sundargarh Electrical Sub-division of Sundargarh Electrical Division camp on dt.20.09.2024, the complainant appeared before the Forum whereas SDO, Sundargarh, SED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer with connected load of 02 Kw. That the Complainant has raised objection regarding abnormal/provisional billing from Aug'2020 to Jul'2022. 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 that abnormal/provisional billing from Aug'2020 to Jul'2022 served to him 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'2020 to Aug'2024.
- He had also produced a PVR dt.19.09.2024 mentioning the meter reading as "607" of meter number TWST1707639.
- The respondent also agreed to abnormal/provisional billing from Aug'2020 to Jul'2022.
- 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:

- Abnormal/provisional billing from Aug'2020 to Jul'2022 have been done with various units per month as the meter is defective.
- As per PVR submitted by respondent, a new meter bearing number TWST1707639 had been installed in the premises of the complainant on dt.07.03.2024 and the current billing pattern is correct as the PVR.
- Therefore, it is decided by the Forum that, the average 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 bills served to the complainant from Aug'2020 to Jul'2022 (Two Years) are to be revised by taking six months' average of actual consumption of new meter as per Regulation 155 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments done 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.

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/ 709<sup>(4)</sup>

Date: 30/09/2024

Certified Copy to:

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

