

# 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/ 575 /2024</b>  |                              |  |         |   |
| 2  | Complainant                                  | Name & Address:  |                              | Consumer No:   |         |   |
|    |  | Manwel Kishore Bara  |                              | 8130-0103-3172                                       |         |   |
|    |  | At/PO- Patua, Ganjutola,<br>Kalunga, Dist- Sundargarh.                   |                              | Contact No.:   |         |   |
| 3  | Respondent                                   | Name   |                              | Division   |         |   |
|    |  | Executive Engineer, RED, TPWODL, Rajgangpur.                             |                              | RED, TPWODL, Rajgangpur.                             |         |   |
| 4  | Date of Application                          | 24.09.2024   |                              |  |         |   |
| 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                           | 24.09.2024   |                              |  |         |   |
| 9  | Date of Order                                | 30.09.2024   |                              |  |         |   |
| 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: |  |         |   |
|    | Manwel Kishore Bara                          |  | Er. Abinash Rath, SDO        |  |         |   |

## **ORDER**

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

During the spot hearing at Kalunga Electrical Sub-division of Rajgangpur Electrical Division camp on dt.24.09.2024, the complainant appeared before the Forum whereas SDO, Kalunga, Rajgangpur Electrical Division appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Irrigation consumer having consumer no. 8130-0103-3172 with connected load of 03 Kw. That the Complainant has raised objection regarding provisional bills from May'2022 to Apr'2024 served to him. He requested bill revision and mentions about verbal complaint 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 provisional bills from May'2022 to Apr'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 Apr'2018 to Aug'2024.
- He had also produced a PVR dt.24.09.2024 mentioning the meter reading as "214" Kwh of meter no. TWSC59013082.
- The respondent also agreed to the provisional/average bills from May'2022 to Apr'2024 and 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:

- The bills from Apr'2018 to Jul'2023 have been billed on provisional basis with various units per month. From Apr'2024 onwards almost actual bills have been served.
- As per PVR, a new meter bearing Sl. No. TWSC59013082 have been installed on dt.23.04.2024 in the premises of the complainant and the meter reading is "214" Kwh as on dt.24.09.2024. The bill served during Apr'2024 is a pro-rata bill and needs revision.
- It is decided by the Forum that, the average 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 May'2022 to Apr'2024 (Two Years) are to be revised as per the average of six consecutive actual billing 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.**30.11.2024**.

*"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/ 719<sup>(4)</sup>

Date: 30/09/2024

Certified Copy to:

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

