

# 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/ 576 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Bisram Horo		8132-1205-0390	
		At/PO- Hatibari Kona, Birkera, Dist- Sundargarh.		Contact No.: 9178154301	
3	Respondent	Name		Division	
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	24.09.2024			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:	Appeared for the Respondent:			
	Bisram Horo	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-Domestic consumer having consumer no. 8132-1205-0390 with connected load of 0.5 Kw. That the Complainant has raised objection regarding average bills from Jan'2023 to Oct'2023 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 average bills from Jan'2023 to Oct'2023 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'2014 to Aug'2024.
- He had also produced a PVR dt.21.09.2024 mentioning the meter reading as "115" Kwh of meter no. TWSP51075136.
- The respondent also agreed to the average bills from Jan'2023 to Oct'2023 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 Jan'2023 to Sep'2023 have been billed on average basis with various units per month. From Oct'2013 onwards almost actual bills have been served.
- As per PVR, a new meter bearing Sl. No. TWSP51075136 have been installed on dt.23.10,2023 in the premises of the complainant and the meter reading is "115" Kwh as on dt.21.09.2024. The bill served during Oct'2023 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 Jan'2023 to Oct'2023 are to be revised as per the average of six consecutive actual billing of new meter as per Regulation 155 and 157 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".*

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 720<sup>(4)</sup>

Date: 30/09/2024

Certified Copy to:

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

