

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.	RKL/ 588 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Mandakini Meher		8122-2101-0001	
		Qr. No.13, CHC Hemgir, At/PO- Hemgir, Ujalpur, Dist- Sundargarh.		Contact No.: 7377012759	
3	Respondent	Name		Division	
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.	
4	Date of Application	25.09.2024			
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	25.09.2024			
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:		
	Mandakini Meher		Er. Biraj Patel, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Ujalpur Electrical Sub-division of Sundargarh Electrical Division camp on dt.25.09.2024, the complainant appeared before the Forum whereas SDO, Ujalpur 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 02 Kw. That the Complainant has raised an objection regarding the average bills from Nov'2020 to Sep'2022 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 average billing from Nov'2020 to Sep'2022 served to him resulted in 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 Jan'2011 to Feb'2024.
- He had also produced a PVR dt.25.09.2024 mentioning the meter reading as "628" of meter number WHL002261.
- The respondent also agreed to the average billing given from Nov'2020 to Sep'2022 in his written version.
- 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 complainant had been allotted the quarter on dt.19.01.2018 and availing power in old defective meter.
- The bills from Nov'2020 to Sep'2022 have been billed on provisional/average with various units per month as the meter was defective. From Oct'2022 onwards, actual bills have been served with proper adjustment of provisional bills.
- As per PVR submitted by respondent, a new meter bearing number WHL002261 has been installed on dt.17.07.2022 in the premises of the complainant and the meter reading is "628" Kwh as on dt.25.09.2024.
- 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 average bills served to the complainant from Oct'2020 to Sep'2022 (Two Years) are to be revised by taking average of six months' actual consumption of new meter as per Section 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Adjustments made 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".


Member (Finance)

No. GRF/RKL/ 731⁽⁴⁾


President

Date: 30/09/2024

Certified Copy to:

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

