

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/ 590 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Maheswar Sur		8122-2210-0873	
		At/PO- Lemlema, Ujalpur, Dist- Sundargarh.		Contact No.: 9777058744	
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:		
	Maheswar Sur		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 0.14 Kw. That the Complainant has raised objection for abnormal billing from Dec'2019 to Apr'2024. He requested for revision of bills 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 abnormal billing from Dec'2019 to Apr'2024 due to which high billings have been done 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 Oct'2012 to Aug'2024 and a PVR dated 14-09-2024 mentioning the meter reading as "35" of meter no. TWST17004609.
- The respondent also agreed to abnormal billing from Dec'2019 to Apr'2024 and agreed for 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:

- That the complainant has been billed on actual meter readings up to Apr'2024 with a meter reading of "11460" of meter LW09361. This meter found defective after testing on dt.29.12.2023 as the consumer complained the meter and a new meter installed on dt.20.03.2024.
- A new meter bearing Sl. No. TWST17004609 has been installed on dt.20.03.2024 in the premises of the complainant and the FMR is "35" Kwh as on dt.14.09.2024. The first bill served during Jun'2024 of new meter is also a pro-rata bill.
- Therefore, it is decided by the Forum that, the abnormal actual bills generated during this period should be revised.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The abnormal actual bills served to the complainant from Sep'2023 to Jun'2024 are to be revised as per the average of six actual consecutive billing of new meter as per Regulation 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Meter testing fees if paid by the complainant must be adjusted in bills.
- 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)

No. GRF/RKL/ 733⁽⁴⁾


President

Date: 30/09/2024

Certified Copy to:

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

