

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.	RKL/ 593 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Saraswati Naik		8141-2223-0179		
		At- Jhumpudi, GajapatiPalli		Contact No.:		
		PO- Civil Township, Rourkela, Dist- Sundargarh.		9861297060		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		27.09.2024			
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		27.09.2024			
9	Date of Order		09.10.2024			
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:			
	S. Naik		Er. Sandeep Parida, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Civil Township Electrical Section of Rourkela Sadar Electrical Division camp on dt.27.09.2024, the Complainant appeared before the Forum whereas SDO-I, Industrial Estate, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having Consumer No. 8141-2223-0179 with connected load of 02 Kw. That the Complainant has raised objection regarding excess bill from Nov'2023 to Mar'2024. 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 excess bill from Nov'2023 to Mar'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 Jan'2021 to Aug'2024.
- He had also produced a PVR dt.27.09.2024 mentioning the meter reading as "000058" Kwh of Meter No. TWST1725942.
- The respondent also agreed to the wrong units billed during Mar'2024 and revision of bills.
- 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:

- Actual billing up to 1882 units had been done during Jan'2013. Again, billing of 1882 units during Mar'2024 on an actual basis is wrong and needs revision.
- As per PVR submitted by Respondent, the meter bearing Sl. No. TWST1725942 has been installed on dt.24.08.2024 in the premises of the complainant and the meter reading is "000058" Kwh as on dt.27.09.2024.
- The Forum wants to revise the wrong bills.

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 Mar'2024 to Jul'2024 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.**31.03.2025**.

"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/ 745^{Cy}

Date: 17/10/2024

Certified Copy to:

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

