

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/ 594 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Ashok Saha		8112-2216-0324		
		At/PO- Fish Mandi, Daily Market, Rourkela, Dist- Sundargarh.		Contact No.: 9437424806		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		04.10.2024			
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 & equipment		
		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				
8	Date(s) of Hearing		04.10.2024			
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:			
	Ashok Saha		Er. Anamika Bohidar, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at PH Road section of Rourkela Electrical Division camp on dt.04.10.2024, the complainant appeared before the Forum whereas SDO-II, RED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-General Purpose consumer having consumer No. 8112-2216-0324 with connected load of 02 KW. That the Complainant has raised an objection for at a time billing during Dec'2023 for 2024 units. 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 at a time billing during Dec'2023 for 2024 units due to which high billings have been done resulted to accumulation of arrears.
- 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 Jan'2022 to Jun'2024 and a PVR dated 05-10-2024 mentioning the meter reading as "4577" of meter no. WUS11179.
- The respondent also agreed to at a time billing during Dec'2023 for 2024 units and agreed for 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:

- That the complainant has been billed on actual meter readings for 2024 units up to Dec'2023 with a meter reading of "3793" of meter no. WUS11179. Before this, actual billing had been done with low units. Hence it is a case of suppress reading.
- Therefore, it is decided by the Forum that, the low actual bills generated during the period should be slabbed for revision.

Directions of the forum

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


- The provisional bills served to the complainant from Apr'2022 to Dec'2023 are to be revised by taking average of IMR "1364" and FMR "3793" as per Section 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.**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/ 746⁽⁴⁾

Date: 17/10/2024

Certified Copy to:

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

