

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/ 596 /2024				
2	Complainant	Name & Address:		Consumer No:		
		President New Jagda		8110-0113-0029		
		C/o-Narendra Das, At/PO- Jagda		Contact No.:		
		Rourkela, Dist- Sundargarh.		9437342206		
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		05.10.2024			
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 & 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		05.10.2024			
9	Date of Order		17.10.2024			
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:			
	Narendra Das		Er. Partho Chakroborty, EE			

ORDER

Brief Facts of the Case

During the spot hearing at Koelnagar Electrical Sub-Division of Rourkela Electrical Division camp on dt.05.10.2024, the complainant appeared before the Forum whereas SDO, Koelnagar, Rourkela Electrical Division appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a PWW consumer with connected load of 03 Kw. That the Complainant has raised an objection regarding provisional bills served from Nov'2014 to Dec'2021. He requested revision of bills and mentions verbal complaints being made to the respondent earlier.

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 provisional bills served from Nov'2014 to Dec'2021 which 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 Jun'2023 to Aug'2024 and a PVR on dt.05.10.2024 of meter number TWSP51167467.
- The respondent also agreed to provisional bills served from Nov'2014 to Dec'2021 as the meter is defective.
- 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:

- From Nov'2014 to Dec'2021, provisional/average bills have been served @ 37 units per month due to defective meter. The meter changed during Jan'2022 is defective and replaced during May'2024 again.
- In the meanwhile, a new meter bearing Sl. No. TWSP51167467 has been installed during May'2024 in the premises of the complainant.
- It is decided by the Forum that, provisional 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'2020 to Dec'2021 are to be revised by taking six months' average of 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. **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/ 749⁽⁴⁾

Date: 18/10/2024

Certified Copy to:

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

