

# 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.	<b>RKL/ 597 /2024</b>			
2	Complainant	Name & Address:		Consumer No:	
		Kabita pati		8114-2218-0402	
		Qr. No. D/284,		Contact No.:	
		At/PO- Koel Nagar, Rourkela, Dist- Sundargarh.		9238377793	
3	Respondent	Name		Division	
		SDO-IV, 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:		
	Ramesh Chandra Rout		Er. Subhasis Mohanty, SDO		

## **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 LT-Domestic consumer with connected load of 04 Kw. That the Complainant has raised an objection regarding at a time billing made for Rs.6,000.00 during Jun'2024. 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 that at a time billing made for Rs.6,000.00 during Jun'2024 which resulted in accumulation of arrear.
- 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'2024 to Aug'2024 and a PVR dt.05.10.2024 mentioning the meter reading as "3476" of meter number TWSP51098576.
- The respondent also agreed at a time billing made for Rs.6,000.00 during Jun'2024.
- 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 reading up to Aug'2024 with a meter reading of "3028" of Meter No TWSP51098576.
- During Jun'2024, an actual bill of 1121 units had been served which the Complainant disagrees with and is abnormal also.
- Meter bearing number TWSP51098576 has been installed since long and the reading is "3476" Kwh as on dt.05.10.2024.
- Therefore, it is decided by the Forum to recast the reading.

## **Directions of the forum**

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

- The actual bill served to the complainant from Feb'2024 to Jun'2024 are to be revised by taking average of IMR "120" (FMR of Jan'2024) and FMR "2357" (FMR of Jun'2024) as per Regulation 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/ 750<sup>(4)</sup>

Date: 18/10/2024

Certified Copy to:

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

