

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/ 598 /2024					
2	Complainant	Name & Address:		Consumer No:			
		Mukta Manjari Das		8114-2115-0098			
		At/PO- Jagda, Rourkela,		Contact No.:			
		Dist- Sundargarh.		9437342206			
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:				
	Narendra Das		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 wrong bill served during Aug'2023 when the meter burnt. 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 wrong bill served during Aug'2023 when the meter burnt 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 TPWODL117243.
- The respondent also agreed wrong bill served during Aug'2023 when the meter burnt.
- 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:

- Meter bearing number TPWODL117243 has been installed on dt.04.09.2023 and the first bill during Aug'2023 is served on pro-rata basis for 501 units.
- Bills from Sep'2023 onwards has been served on actual basis.
- Therefore, it is decided by the Forum to revise the bills.

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 for Aug'2023 is to be revised as per the average of six consecutive actual billing of new meter as per Regulation 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/ 751⁽⁹⁾

Date: 18/10/2024

Certified Copy to:

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

