

# 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/ 609 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bansidhar Bal		8141-2115-0128		
		At/PO-Industrial Estate, Near ESI Hospital, Rourkela, Dist- Sundargarh.		Contact No.: 9437244471		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		14.10.2024			
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				
8	Date(s) of Hearing	14.10.2024				
9	Date of Order	22.10.2024				
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:			
	Bansidhar Bal		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.14.10.2024, 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. 8141-2115-0128 with connected load of 1.5 Kw. That the Complainant has raised objection regarding excess bill from Jun'2023 to Oct'2023. 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 defective bills have been served to him from Jun'2023 to Oct'2023 due to which high billings have been done resulted to accumulation of arrear.
- 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 Apr'2023 to Jul'2024 and a PVR dt.26.09.2024 mentioning the meter reading as "1606" Kwh of meter no. TWSP51064417.
- They have also submitted the meter testing report on dt.02.11.2023.
- The respondent also agreed to the defective billing from Jun'2023 to Oct'2023 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision 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 submitted his grievance for revision from Jun'2023 to Oct'2023 as the meter found defective upon testing by the Respondent. The first bill of new meter generated on pro-rata basis needs revision.
- In the meanwhile, a new meter bearing Sl. No. TWSP51064417 has been changed during Oct'2023 in the premises of the complainant.
- Therefore, it is decided by the Forum to defective 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 defective actual bills served to the complainant from Jun'2023 to Oct'2023 are to be revised as per the average of six actual consecutive billing of new meter as per Section 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any testing fee paid must be adjusted against electricity charges as per Regulation 108 (v) of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the 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/ 766<sup>(4)</sup>

Date: 28/10/2024

Certified Copy to:

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

