

# 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

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President

Sri Chitta Ranjan Dash

...

Member (Finance)

1	Case No.	<b>RKL/ 617 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Lochan Khilaree		8123-2102-0052		
		At/PO- Jhulanbar, Ujalpur, Dist- Sundargarh.		Contact No.: Nil		
3	Respondent	Name		Division		
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.		
4	Date of Application		18.10.2024			
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			155/157	
8	Date(s) of Hearing		18.10.2024			
9	Date of Order		28.10.2024			
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:			
	Lochan Khilaree		Er. Biraj Patel, SDO			

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Ujalpur Electrical Sub-division of Sundargarh Electrical Division camp on dt.18.10.2024, the complainant appeared before the Forum whereas SDO, Ujalpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with connected load of 02 Kw. That the Complainant has raised an objection regarding the average bills from Jan'2019 to Nov'2023 served to him. 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 average billing from Jan'2019 to Nov'2023 served to him 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 Jan'2019 to Sep'2024.
- He had also produced a PVR dt.18.09.2024 mentioning the meter reading as "808" of meter number TWB611753.
- The respondent also agreed to the average billing given from Jan'2019 to Nov'2023 in his written version.
- 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:

- The bills from Jan'2019 to Nov'2023 have been billed on average with various units per month. From Dec'2023 onwards, actual bills have been served.
- A new meter bearing serial number TWB611753 has been installed during Jan'2024 and the meter reading is "808" Kwh as on dt.18.09.2024.
- Therefore, it is decided by the Forum that the average 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 Dec'2021 to Nov'2023 (Two Years) are to be revised by taking average of six months' consumption of new meter as per Section 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments made 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".*

  
**Member (Finance)**  
No. GRF/RKL/ 773<sup>(4)</sup>

  
**President**

Date: 28/10/2024

Certified Copy to:

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

