

# 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)

|    |                                              |                                                                          |                              |                                                      |         |   |
|----|----------------------------------------------|--------------------------------------------------------------------------|------------------------------|------------------------------------------------------|---------|---|
| 1  | Case No.                                     | <b>RKL/ 640 /2024</b>                                                    |                              |                                                      |         |   |
| 2  | Complainant                                  | Name & Address:                                                          |                              | Consumer No:                                         |         |   |
|    |                                              | Susmeet Patel                                                            |                              | 8121-2502-0447                                       |         |   |
|    |                                              | At-Karamdihi,<br>PO- Sadar, Dist- Sundargarh.                            |                              | Contact No.:<br>9777729425                           |         |   |
| 3  | Respondent                                   | Name                                                                     |                              | Division                                             |         |   |
|    |                                              | SDO-Sundargarh, SED, TPWODL, Sundargarh.                                 |                              | SED, TPWODL, Sundargarh.                             |         |   |
| 4  | Date of Application                          |                                                                          | 25.10.2024                   |                                                      |         |   |
| 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                           |                                                                          | 25.10.2024                   |                                                      |         |   |
| 9  | Date of Order                                |                                                                          | 30.10.2024                   |                                                      |         |   |
| 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: |                                                      |         |   |
|    | Susmeet Patel                                |                                                                          | Er. Atman Mishra, SDO        |                                                      |         |   |

## **ORDER**

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

During the spot hearing at Bonai Electrical Sub-division of Rourkela Sadar Electrical Division camp on dt.25.10.2024, the complainant appeared before the Forum whereas SDO, Bonai, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with a connected load of 03Kw. That the Complainant has raised objection regarding the average bills from Jan'2022 and Jan'2024 served to him. 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 average bills from Jan'2022 and Jan'2024 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'2022 to Sep'2024.
- He had also produced a PVR dt.07.10.2024 mentioning the meter reading as "1002" of meter number TWB638433.
- The respondent also agreed to the average bills from Jan'2022 and Jan'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:

- Average bills from Jan'2022 and Jan'2024 had been served with different units per month as the meter is defective.
- A new meter bearing Sl. No. TWB638433 has been installed during Feb'2024 and the meter reading is "1002" Kwh as on dt.07.10.2024.
- From Feb'2024 onwards almost actual bills have been served.
- Therefore, it is decided by the Forum to revise the average bills.

### **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 Feb'2022 and Jan'2024 (Two Years) are to be revised by taking average of six months' consumption of new meter as per Regulation 155 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)**

  
**President**

No. GRF/RKL/ 799<sup>(4)</sup>

Date: 30/10/2024

Certified Copy to:

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

