

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/ 652 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Binay Bastakar		8116-2226-0684		
		At/PO- Tilka Nagar, Bondamunda,		Contact No.:		
		Rourkela, Dist- Sundargarh.		7008189981		
3	Respondent	Name		Division		
		SDO-VI, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	29.10.2024				
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	29.10.2024				
9	Date of Order	08.11.2024				
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:			
	Binay Vastakar		Er. Rajesh Pandey, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bondamunda Electrical Section of Rourkela Electrical Division camp on dt.29.10.2024, the complainant appeared before the Forum whereas SDO, Bisra, Rourkela Electrical Division appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer number 8116-2226-0684 with connected load of 0.5 Kw. That the Complainant has raised an objection regarding high billing of 477 units served to him. He had 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 high billing of 477 units due to which high billings have been made resulting to 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 Mar'2022 to Sep'2024.
- He had also produced a PVR dt.29.10.2024 and a statement showing last reading of old meter LW482021.
- The respondent also agreed to the provisional bills from Jan'2006 to Apr'2007 and revision of bills.
- 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:

- During Dec'2023, a new meter bearing number TWSP51098803 had been installed and bill of 477 units had been served with reading of 16 Kwh.
- The last meter final reading was 4551 Kwh and differential units had been billed at a time during Dec'2023 and needs slabbing for some relief.
- It is decided by the Forum to revise the at a time bill.

Directions of the forum

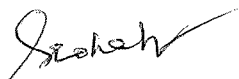
In view of the above findings and discussions, the Forum is of the view that,

- The bills served to the complainant from May'2023 to Dec'2023 are to be revised by taking IMR "4090" and FMR "4567" as per Regulation 157 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.**31.12.2024**.

"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/ 822⁽⁴⁾

Date: 21/11/2024

Certified Copy to:

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

