

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/ 653 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Sanatan Samrasi		8116-2216-0019		
		At/PO- Sec-B, Chudi Basti,		Contact No.:		
		Bondamunda, Rourkela, Dist- Sundargarh.		8658274535		
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:			
	Sanatan Samrasi		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 8116-2216-0019 with connected load of 1.5 Kw. That the Complainant has raised objection regarding average bills from Sep'2019 to Aug'2021 served to him. He requested bill revision and mentions 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 average bills from Sep'2019 to Aug'2021 due to which high billings have been done resulting 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 Sep'2019 to Sep'2024.
- He had also produced a PVR dt.29.10.2024 mentioning the meter reading as "1421" Kwh of meter no. WHL052365.
- The respondent also agreed to the average bills from Sep'2019 to Aug'2021 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:

- The bills from Sep'2019 to Aug'2021 have been billed on average basis with various units per month. From Jan'2022, almost actual bills have been served.
- A new meter bearing Sl. No. WHL052365 has been installed during Sep'2021 and the meter reading is "1421" Kwh as on dt.29.10.2024.
- It is decided by the Forum that the average 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 provisional/average bills served to the complainant from Sep'2019 to Aug'2021 (Two Years) are to be revised as per the average of six consecutive billing of new meter as per Regulation 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.**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

No. GRF/RKL/ 821⁽⁴⁾


Member (Finance)


President

Date: 21/11/2024

Certified Copy to:

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

