

# 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/ 654 /2024</b>                                                    |                              |                                                      |         |   |
| 2  | Complainant                                  | Name & Address:                                                          |                              | Consumer No:                                         |         |   |
|    |                                              | Santosh Kumar Sahoo                                                      |                              | 8133-1202-1297                                       |         |   |
|    |                                              | At-Mistri Daffai,<br>PO- Birmitrapur, Dist- Sundargarh.                  |                              | Contact No.:<br>7008585391                           |         |   |
| 3  | Respondent                                   | Name                                                                     |                              | Division                                             |         |   |
|    |                                              | SDO- Kuarmunda, RED, TPWODL, Rajgangpur.                                 |                              | RED, TPWODL, Rajgangpur.                             |         |   |
| 4  | Date of Application                          |                                                                          | 06.11.2024                   |                                                      |         |   |
| 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                           |                                                                          | 06.11.2024                   |                                                      |         |   |
| 9  | Date of Order                                |                                                                          | 25.11.2024                   |                                                      |         |   |
| 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: |                                                      |         |   |
|    | S. Sahoo                                     |                                                                          | Er. Ashok Sahoo, SDO         |                                                      |         |   |

## **ORDER**

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

During the spot hearing at Kuarmunda Electrical Sub-division camp on dt.06.11.2024, the complainant appeared before the Forum whereas SDO Electrical, Kuarmunda 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 01 Kw. That the Complainant has raised an objection regarding the average bills from Dec'2016 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 Dec'2016 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 Jun'2014 to Sep'2024.
- He had also produced a PVR dt.17.10.2024 mentioning the meter reading as "508" of meter number TWB612767.
- The respondent also agreed to the average billing served from Dec'2016 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 Dec'2016 to Nov'2023 have been billed on average with various units per month.
- A new meter bearing serial number TWB612767 has been installed on dt.15.12.2023 and the meter reading is "508" Kwh as on dt.17.10.2024.
- Therefore, it is decided by the Forum that to revise the average bills.

## **Directions of the forum**

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

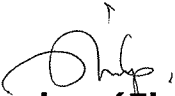
- The provisional/average bills served to the complainant from Dec'2021 to Nov'2023 (Two Years) are to be revised by taking average of six months' consumption of new meter as per Section 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any 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.**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/ 828<sup>(4)</sup>

Date: 28/11/2024

Certified Copy to:

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

