

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/ 6.6.9 /2024			
2	Complainant	Name & Address:			Consumer No:
		Loreto English School			8145-2121-0298
		A/PO- Panposh, Raghunathpalli,			Contact No.:
		Rourkela, Dist- Sundargarh.			9937094597
3	Respondent	Name			Division
		SDO-V, RSED, TPWODL, Rourkela.			RSED, TPWODL, Rourkela.
4	Date of Application		12.11.2024		
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			
8	Date(s) of Hearing		12.11.2024		
9	Date of Order		28.11.2024		
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:		
	Rashmikanta Rout		Er. Gaurab Chattopadhyay, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Panposh section of Rourkela Sadar Electrical Division camp on dt.12.11.2024, the complainant appeared before the Forum whereas SDO-V, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-PI consumer having Consumer Number 8145-2121-0298 with connected load of 03 Kw. That the Complainant has raised an objection for average billing from Nov'2023 to Dec'2023. 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 bills have been generated from Nov'2023 to Dec'2023 due to which high billings have been done resulted to accumulation of arrear.
- 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'2023 to Sep'2024 and a PVR dt.12.11.2024 mentioning the meter reading as "1901" of meter no. TWSP51098969.
- The respondent also agreed to the provisional/average billing from Nov'2023 to Dec'2023 and agreed for 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:

- From Nov'2023 to Dec'2023, provisional/average bills had been served with 103 units per month as the meter was defective.
- A new meter bearing Serial Number TWSP51098969 had been installed on dt.09.01.2024 and meter reading is "1901" as on dt.12.11.2024.
- 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 Nov'2023 to Dec'2023 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of 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 28/11/2024

No. GRF/RKL/ 843⁽⁴⁾

Date: 28/11/2024

Certified Copy to:

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

