

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/ 674 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Shaila Khatun		8112-2315-0462		
		At/PO-Hasanpur, Rourkela, Dist- Sundargarh.		Contact No.: 8480286328		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	13.11.2024				
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	13.11.2024				
9	Date of Order	29.11.2024				
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:			
	Shakila Khatun		Er. Anamika Bohidar, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Main Road section of Rourkela Electrical Division camp on dt.13.11.2024, the complainant appeared before the Forum whereas SDO-II, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having Consumer Number 8112-2315-0462 with connected load of 01 Kw. That the Complainant has raised an objection for provisional/average billing from Oct'2020 to Jul'2022. 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 provisional/average bills have been generated from Oct'2020 to Jul'2022 due to which high billings have been done resulted 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 Jan'2020 to Oct'2024 and a PVR dated 13-11-2024 mentioning the meter reading as "703" of Meter Number TWSP51166226.
- The respondent also agreed to the provisional/average billing from Oct'2020 to Jul'2022 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 Oct'2020 to Jul'2022, provisional/average bills have been served with various units per month as the meter is defective.
- A new meter bearing Serial Number TWSP51166226 has been installed on dt.24.03.2024 and the current meter is "703" Kwh as on dt.13.11.2024.
- 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 bills served to the complainant from Oct'2020 to Jul'2022 are to be revised as per the average of six consecutive billing of new meter as per Regulations 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 29/11/2024

No. GRF/RKL/ 849⁽⁴⁾

Date: 29/11/2024

Certified Copy to:

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

