

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 |

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|----|--|--|------------------------------|--|-------------------------|
| 1 | Case No. | RKL/ 677 /2024 | | | |
| 2 | Complainant | Name & Address: | | | Consumer No: |
| | | Indrajit Kansari | | | 8141-2321-0119 |
| | | At- Luhakera, PO- Chhend, | | | Contact No.: |
| | | Rourkela, Dist- Sundargarh. | | | 8270702754 |
| 3 | Respondent | Name | | | Division |
| | | SDO-I, RSED, TPWODL, Rourkela. | | | RSED, TPWODL, Rourkela. |
| 4 | Date of Application | 14.11.2024 | | | |
| 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 | 14.11.2024 | | | |
| 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: | | |
| | I. Kansari | | Er. Sandeep Parida, SDO | | |

ORDER

Brief Facts of the Case

During the spot hearing at Civil Township section of Rourkela Sadar Electrical Division camp on dt.14.11.2024, the complainant appeared before the Forum whereas SDO-I, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8141-2321-0119 with connected load of 02 KW. That the Complainant has raised an objection for provisional/average billing from Mar'2021 to Sep'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 average bills have been generated from Mar'2021 to Sep'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'2022 to Jun'2024 and a PVR dated 05-11-2024 mentioning the meter reading as "948" of meter number TWSP51131215.
- The respondent also agreed to the provisional/average billing from Mar'2021 to Sep'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 Mar'2021 to Sep'2022, provisional/average bills have been served with various units as the meter is defective.
- A new meter bearing Serial Number TWSP51131215 has been installed on dt.01.03.2024 on the premises of the complainant.
- 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 Mar'2021 to Sep'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/ 852⁽⁴⁾

Date: 29/11/2024

Certified Copy to:

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

