

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)

1	Case No.	RKL/ 692 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Raya Munda		8147-1313-0622		
		At- Kusumdihi,		Contact No.:		
		Bonai, Dist- Sundargarh.		Nil		
3	Respondent	Name		Division		
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		21.11.2024			
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		21.11.2024			
9	Date of Order		30.11.2024			
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:			
	Raya Munda		Er. Anukul Chandra Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bonai Sub-Division of Rourkela Sadar Electrical Division camp on dt.21.112024, the complainant appeared before the Forum whereas SDO-VII, RSED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having Consumer Number 8147-1313-0622 with connected load of 0.02 Kw. That the Complainant has raised objection regarding the high consumption bill for the month of May'2021 and provisional and average bills 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 high consumption bill for the month of May'2021 and provisional and average bills served resulting 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 Jun'2020 to Oct'2024 and a PVR dt.05.11.2024 mentioning the meter reading as "20" of meter no. TWB134766.
- The respondent also agreed to the wrong round complete bill of May'2021 and provisional/average billing from Jun'2021 to Aug'2024 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:

- As per written submission of the Respondent, a wrong round complete actual had been served during May'2021 and next bills are done on provisional basis.
- From Apr'2021 to Aug'2024, provisional/average bills have been served with various units per month as the meter is defective.
- A new meter bearing Serial Number TWB134766 has been installed on dt.23.09.2024 and the current reading is "20" Kwh as on dt.05.11.2024.
- The complainant is directed to use power usually for proper revision. If low consumption is found, then bill revision order will stand cancelled.
- Therefore, it is decided by the Forum to revise the wrong round complete bill and provisional/average bills generated.

Directions of the forum

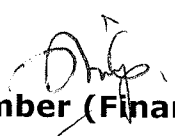
In view of the above findings and discussions, the Forum is of the view that,

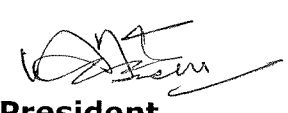
- The provisional/average bills served to the complainant from Feb'2021 to Jan'2023 (Two Years) are to be revised as per the average of six consecutive billing of new meter as per Regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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.**30.04.2025**.

"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".


Member (Finance)


President

No. GRF/RKL/ 867⁽⁴⁾

Date: 30/11/2024

Certified Copy to:

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

