

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/ 694 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Narayan Sathua		8147-1115-0117		
		At/PO- Bonai, Dist- Sundargarh.		Contact No.:		
				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		11.12.2024			
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:			
	Narayan Sathua		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.21.11.2024, 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 8147-1115-0117 with connected load of 01 Kw. That the Complainant has raised an objection for high amount billing of Rs.19,005.61 during Oct'2024. 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 amount billing of Rs.19,005.61 during Oct'2024 due to which high billings have been done 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 Jan'2023 to Oct'2024.
- He had also produced the PVR on dt.21.11.2024.
- Also, he had submitted the written version dt.21.11.2024.
- He is agreed to the high amount billing of Rs.19,005.61 during Oct'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:

- During Oct'2024, an actual bill of 3057 units had been served as all units accumulated from Jul'2023 onwards wrongly shown during Oct'2024.
- Meter bearing Serial Number TW02069789 had been installed on dt.25.07.2023 and punched in FG system on dt.15.11.2024. The current reading of this meter is 3057 Kwh as on dt.21.11.2024.
- Therefore, it is decided by the Forum to recast the huge units generated.

Directions of the forum

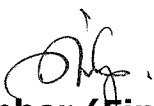
In view of the above findings and discussions, the Forum is of the view that,

- The bills served to the complainant from Jul'2023 to Oct'2024 are to be revised by taking average of IMR "000" and FMR "3057" 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.**31.01.2025**.

"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/ 874⁽⁴⁾

Date: 16/12/2024

Certified Copy to:

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

