

# 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.	<b>RKL/ 697 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Anna Tirkey		8134-1408-1312		
		At/PO- Biringatoli, Kutra,		Contact No.:		
		Rajgangpur, Dist- Sundargarh.		7894906604		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	27.11.2024				
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	27.11.2024				
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:			
	Anna Tirkey		Er. Pabitra Chitta Mukherjee, SDO			

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Rajgangpur Electrical Sub-Division of Rajgangpur Electrical Division camp on dt.27.11.2024, the complainant appeared before the Forum whereas SDO-II, Rajgangpur, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with connected load of 0.5 Kw. That the Complainant has raised an objection regarding the average billing given from Jul'2018 to Jul'2020 served to him. He requested revision of bills and mentions verbal complaints being made to the respondent earlier.

### **Gist of Arguments made by the Parties**

Both parties were present at the hearing. The contentions made by the parties are as follows:

#### **Submission of the Complainant:**

- The complainant submitted that average billing given from Jul'2018 to Jul'2020 served to him resulted in 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 following documents:
  - Billing abstract from Jul'2018 to Oct'2024.
  - Physical Verification Report on dt.14.11.2024
  - Written version on dt.27.11.2024.
- The respondent also agreed to the average billing given from Jul'2018 to Jul'2020 and 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:

- The bills from Jul'2018 to Jul'2020 have been billed on an average basis with different units per month as the meter is defective.
- A new meter bearing serial number LW631334 had been installed during Aug-Sep'2020 and the CMR is "3029" Kwh as on dt.14.11.2024.
- The Forum could not find six months' actual billing after this meter change and considered one healthy period for revision.
- Therefore, it is decided by the Forum to revise the provisional/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 Aug'2018 to Jul'2020 are to be revised by taking six months' average of consumption of new meter from Oct'2022 to Mar'2023 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/ 877<sup>(4)</sup>

Date: 16/12/2024

Certified Copy to:

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

