

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 736 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Sita Debi		8113-2320-0230		
		At/PO- Anand Chowk, Rourkela, Dist- Sundargarh.		Contact No.: 8018059169		
3	Respondent	Name		Division		
		SDO-III, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		11.12.2024			
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		11.12.2024			
9	Date of Order		30.12.2024			
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:			
	Sita Debi		Er. Rajat Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Madhusudan Palli section of Rourkela Electrical Division camp on dt.11.12.2024, the complainant appeared before the Forum whereas SDO-III, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 02 KW. That the Complainant has raised objection for average billing from Dec'2019 to Nov'2021. He requested for revision of bills and mentions about verbal complaint 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 Dec'2019 to Nov'2021 due to which high billings have been done resulted to accumulation of arrears.
- He further submitted that he had made verbal complain 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 Sep'2012 to Nov'2024.
 - Physical Verification Report on dt.12.12.2024.
 - Written version on dt.12.12.2024.
- The respondent also agreed to the wrong billing from Dec'2019 to Nov'2021 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:

- From Sep'2015 to Feb'2022, average bills have been served mostly with 216 units per month as the meter is defective.
- A new meter bearing Sl. No. LW633403 has been installed on dt.28.09.2021 and the current reading is 2721 Kwh as on dt.12.12.2024.
- Therefore, it is decided by the Forum to revise the average bills.

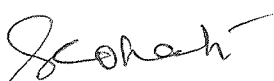
Directions of the forum

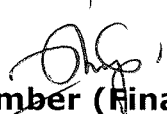
In view of the above findings and discussions, the Forum is of the view that,

- The provisional or average bills served to the complainant from Dec'2019 to Nov'2021 (Two years) are to be revised by taking six months' average of consumption 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.**31.01.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 925⁽⁴⁾

Date: 30/12/2024

Certified Copy to:

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

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.

