

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 Grish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)

1	Case No.	RKL/ 744 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Gajendra Sahoo		8147-1226-0338	
		At/PO- Lutharba, Lahunipada, Dist- Sundargarh.		Contact No.: 7978407382	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application		13.12.2024		
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		13.12.2024		
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:		
	Gajendra Sahoo		Er. Anukul Chandra Mohanty, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at SDO Office of Rourkela Sadar Electrical Division camp on dt.13.12.2024, 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 connected load of 01 KW. That the Complainant has raised objection for average billing from Jan'2020 to Nov'2022. 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 Jan'2020 to Nov'2022 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 Nov'2018 to Oct'2024.
 - Physical Verification Report on dt.12.12.2024.
 - Written version on dt.13.12.2024.
- The respondent also agreed to the wrong billing from Jan'2020 to Nov'2022 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 Jan'2020 to Nov'2022, average bills have been served mostly with 262 units bimonthly as the meter is defective.
- A new meter bearing Sl. No. TPWODL1136894 has been installed on dt.04.01.2023 and the current reading is 2652 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/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**.


Member (Finance)


President 30/12/2024

No. GRF/RKL/ 924⁽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.

