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

Case No.	RKL/ 806 /2024										
		Name & Address:					Consumer No:				
2 Complainant	G. Maha	G. Mahato					8114-2215-0072				
	Qr. No.5	Qr. No.5/515,					Contact No.:				
	At/PO- Koelnagar, Rourkela, Dist- Sundargarh.					irh.	6370016564				
Respondent		Name					Division				
•		SDO-IV, RED, TPWODL, Rourkela.					RED, TPWODL, Rourkela.				
Date of Application 30.12.2											
In the matter		reement / Termination				2. Bi	2. Billing Disputes			V	
		. 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				
of-	9. Ne	9. New Connection				10. G:	10. Quality of Supply & GSOP				
		11. Security Deposit / Interest				12.					
		13. Transfer of Consumer Ownership 14									
		15. Others (Specify) -									
Section(s) of E	lectricity	Act, 2003 invo	lved		42(5)						
OERC Regulation(s):							Clause	es			
1 OERC I	OERC Distribution (Licensee's Standard of Performance) Regulations,2004										
	, -										
										57	
					0. Supply) code, 2015						
			t l	/	Respo	spondent C			thers		
Order in favour of Complainant Details of Compensation awarded, if any.											
Pratima Mohato				Er. Subhasis Mohanty, SDO							
	Complainant Respondent Date of Application In the matter of- Section(s) of E OERC Regulation 1 OERC II 2 OERC II 2 OERC II 3 Odisha 4 OERC II 5 Others Date of Order Order in favou Details of Com Appeared	G. Maha Qr. No.5 At/PO- I Respondent SDO-IV, Date of Application 1. Agr 3. Clas Con 5. Di St To Form 11. Set 13. Tra 15. Ot Section(s) of Electricity OERC Regulation(s): 1 OERC Distribution 2 OERC Conduct on 3 Odisha Grid Cod 4 OERC (Terms and 5 Others-OERC Distribution Date of Order Order in favour of Details of Compensation Appeared for the Care	Complainant G. Mahato Qr. No.5/515, At/PO- Koelnagar, Rou Respondent SDO-IV, RED, TPWODI Date of Application 1. Agreement / Term 3. Classification / R Consumers 5. Disconnection / Supply 7. Interruptions 9. New Connection 11. Security Deposit 13. Transfer of Cons 15. Others (Specify) Section(s) of Electricity Act, 2003 invo OERC Regulation(s): 1 OERC Distribution (Licensee's S 2 OERC Conduct of Business) Re 3 Odisha Grid Code (OGC) Regulation 4 OERC (Terms and Conditions for S 5 Others-OERC Distribution (Cor Date(s) of Hearing Date of Order Order in favour of Complainant Details of Compensation awarded, if a Appeared for the Complainant:	Complainant G. Mahato Qr. No.5/515, At/PO- Koelnagar, Rourkela, Di Respondent SDO-IV, RED, TPWODL, Rourke SDO-IV, RED, TPWODL, Rourke 30.12.2 1. Agreement / Termination 3. Classification / Reclassification / Reclassification / Reconsumers 5. Disconnection / Reconsupply 7. Interruptions 9. New Connection 11. Security Deposit / Interesting 13. Transfer of Consumer Owsis. Others (Specify) - Section(s) of Electricity Act, 2003 involved OERC Regulation(s): 1 OERC Distribution (Licensee's Standard Composition of Conditions of Composition (Conditions of Composition (Conditions of Composition of	Respondent SDO-IV, RED, TPWODL, Rourkela. Date of Application In the matter of- of- Section(s) of Electricity Act, 2003 involved OERC Regulation(s): 1 OERC Distribution (Licensee's Standard of Pectors and Conditions for Determination 2 Others-OERC Distribution (Conditions of Supples of Hearing 3 Others-OERC Distribution (Consumer Owners of Consumer Owne	Respondent Respondent SDO-IV, RED, TPWODL, Rourkela.	Respondent Respondent SDO-IV, RED, TPWODL, Rourkela, Date of Application 30.12.2024	Respondent Respondent SDO-IV, RED, TPWODL, Rourkela, Dist-Sundargarh. Date of Application	Complainant G. Mahato Qr. No.5/515, At/PO- Koelnagar, Rourkela, Dist- Sundargarh. Respondent SDO-IV, RED, TPWODL, Rourkela. I. Agreement / Termination 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply In the matter of- In the matter of- In Security Deposit / Interest Section(s) of Electricity Act, 2003 involved DERC Regulation(s): I OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 OERC Conduct of Business) Regulations, 2004 OERC Conduct of Business) Regulations, 2004 OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 Others-OERC Distribution (Conditions of Supply) code, 2019 Date(s) of Hearing 30.12.2024 Order in favour of Complainant V Respondent Or Respondent Appeared for the Respondent Ocentary Respondent RED, TPWODL RED, TPW	Name & Address: Consumer No:	

ORDER

Brief Facts of the Case

During the spot hearing at Koel Nagar section of Rourkela Electrical Division camp on dt.30.12.2024, the complainant appeared before the Forum whereas SDO-IV, 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 3.5 KW. That the Complainant has raised objection for wrong billing from Jun'2024 to Oct'2024. He requested for 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 wrong bills have been generated from Jun'2024 to Oct'2024 due to which high billings have been made 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 Oct'2013 to Nov'2024.
 - Written version on dt.30.12.2024.
- The respondent also agreed to the wrong billing from Jun'2024 to Oct'2024 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 Jun'2024 to Oct'2024, abnormal bill had been served with 3691 units is wrong pro-rata bill and needs revision.
- There is no billing during disconnection period mentioned by the complainant and hence no revision arises.
- A new meter bearing SI. No. TWSP51166243 has been installed on dt.19.11.2024 in the premises of the complainant.
- Therefore, it is decided by the Forum to revise the abnormal bills.

Directions of the forum

In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The abnormal bills served from Jun'2024 to Oct'2024 are to be revised by taking average of six consecutive billing of new meter.
- 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.30.06.2025.

Co-opted Member

Member (Finance)

President

No. GRF/RKL/ $68^{(4)}$

Date: 30/01/2025

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.

