

# 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 Pulakesh Dasbhaya ... Member (Finance)  
Sri Girish Chandra Mohapatra... Co-opted Member

1	Case No.	<b>950 of 2023</b>			
2	Complainant	Name & Address:		Consumer No:	
		Runu Rani Jena		8140-0102-0137	
		At/PO- Koira, Dist-Sundargarh.		Contact No.: 7655980381	
3	Respondent	Name		Division	
		Executive Engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	05.07.2023			
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):				Cluses
	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	25.07.2023/03.08.2023			
9	Date of Order	29.09.2023			
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:		
	Manas Mohanty		Sri Prashant Swain, Manager		

Continued to Page No. 2.

# **ORDER**

## **Brief Facts of the Case**

The present case has been registered in this forum vide Case No. 950 of 2023. Brief facts pertaining to the case are that the Complainant is a LT- GENERAL PURPOSE < 110 KVA consumer having consumer No. 814001020137 with contract demand of 42.00 KW.

That the Complainant has raised objection regarding the additional consumption bills served to him. 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:

### **1. Submission of the Complainant:**

- The complainant submits that, in the bill of Mar'2023, there is a debit amount of Rs.2,18,008.13 posted in the bill.
- He further submits that; after enquiry, he came to know that an additional unit of 27582 have been claimed for the period from 19-08-2022 to 29-12-2022 due to fault of the meter which he did not agree.
- He also requested the Forum to revise the bills.

### **2. Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Jan'2021 to Aug'2023 and dump report of the meter installed in the premises of the complainant.
- The respondent submitted that an additional unit of 27582 have been claimed as per letter no. 14(3) dated 22-02-2023 of Executive Engineer, MRT, Rourkela, mentioning that the additional unit to be billed due to billing meter CT saturated from 19-08-2022 to 29-12-2022.
- He further submits that the meter was recording consumption in one phase only. It was not recording consumption in other two phases. Therefore the additional bill has been claimed.

## **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:

*Continued to Page No. 3.*

- That the complainant has been billed on actual meter readings up to Dec'2022 with a meter reading of "331898" of meter no. WP000136. A new meter bearing Sl. No. TWSL11000025 has been installed on 06-01-2023 in the premises of the complainant.
- From Jan'2023 onwards the bill is being served on actual meter readings of new meter.
- It is also noted from the dump report that the meter was recording consumption in two other phases also, whether it may be less or more. Therefore, for calculation of additional consumption by multiplying by 2 in one phase consumption is not accepted by Forum.

### **Directions of the forum**

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

- The additional bill Rs.2,18,008.13 is to be withdrawn.
- The bills served to the complainant from Aug'2022 to Dec'2022 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-10-2023**.

*"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".*

**Co-Opted Member**

  
**Member (F)**

  
**President**

(4)  
No. GRF/RKL/ 1059

Date: 29/09/2023

Certified Copy to:

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

