

# 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.                                     | <b>RKL/ 153 /2025</b>  |                               |  |         |   |
| 2  | Complainant                                  | Name & Address:  |                               | Consumer No:   |         |   |
|    |  | Sunita Behera  |                               | 8145-2221-0474                                       |         |   |
|    |  | At- Deogaon, R.N. Palli,   |                               | Contact No.:   |         |   |
|    |  | PO- Jalda, Rourkela, Dist- Sundargarh.                                   |                               | 9861333953   |         |   |
| 3  | Respondent                                   | Name   |                               | Division   |         |   |
|    |  | SDO-V, RSED, TPWODL, Rourkela.   |                               | RSED, TPWODL, Rourkela.                              |         |   |
| 4  | Date of Application                          |  | 10.03.2025                    |  |         |   |
| 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                           |  | 10.03.2025                    |  |         |   |
| 9  | Date of Order                                |  | 19.03.2025                    |  |         |   |
| 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:  |  |         |   |
|    | Sunita Behera                                |  | Er. Gaurab Chattopadhyay, SDO |  |         |   |

### **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:

- During Feb'2017 one bill of 2983 units had been served though the same meter is ok now.
- The meter bearing Sl. No. WES26677 had been installed during Dec'2015 and the current reading is 19673 Kwh as on dt.17.03.2025.
- Therefore, it is decided by the Forum to revise the average 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 provisional/average bills served from Dec'2015 to Feb'2017 are to be revised by taking IMR as "00" (IMR of Dec'2015) and FMR as "3579" (CMR of Feb'2017).
- 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 complainant must clear up all dues upon revision of bills.

The matter is close herewith.

The compliance report to be submitted to the undersigned on or before dt.**30.04.2025**.

  
**Co-opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 219<sup>640</sup>

Date: 21/03/2025

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.*