

# 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/155/2025</b>                                                       |                              |                                                      |            |
| 2  | Complainant                                  | Name & Address:                                                           |                              | Consumer No:                                         |            |
|    |                                              | Ashok Samantaray                                                          |                              | 8113-2323-0069                                       |            |
|    |                                              | At/PO- Gopabandhupalli,                                                   |                              | Contact No.:                                         |            |
|    |                                              | Rourkela, Dist- Sundargarh.                                               |                              | 9438247069                                           |            |
| 3  | Respondent                                   | Name                                                                      |                              | Division                                             |            |
|    |                                              | SDO-III, RED, TPWODL, Rourkela.                                           |                              | RED, TPWODL, Rourkela.                               |            |
| 4  | Date of Application                          |                                                                           | 11.03.2025                   |                                                      |            |
| 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 |
| 11 | Details of Compensation awarded, if any.     |                                                                           | Nil                          |                                                      |            |
| 12 | Appeared for the Complainant:                |                                                                           | Appeared for the Respondent: |                                                      |            |
|    | Ashok Samantaray                             |                                                                           | Er. Rajat Mohanty, 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:

- From Feb'2017 to Nov'2021, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. WHL054144 had been installed during Dec'2021 and the current reading is 3717 Kwh as on dt.11.03.2025.
- Therefore, it is decided by the Forum to revise the average bills.

### **Directions of the forum**

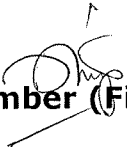
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The abnormal bills served from Sep'2019 to Aug'2021 (Two Years) 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 complainant must clear 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/ 225<sup>(4)</sup>

Date: 24/03/2025

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.*