

# 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/ 186 /2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Lusa Xaxa		8116-2322-0539		
		At/PO- Santoshpur, Bisra, Rourkela, Dist- Sundargarh.		Contact No.: 9178532854		
3	Respondent	Name		Division		
		SDO-VI, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		18.03.2025			
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		18.03.2025			
9	Date of Order		31.03.2025			
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:			
	Lusa Xaxa		Er. Rajesh Pandey, SDO			

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at SDO-VI Office of Rourkela Electrical Division camp on dt.18.03.2025, the complainant appeared before the Forum whereas SDO-VI, 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 1 KW. That the Complainant has raised objection for wrong billing during Aug'2023. He requested 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 during Aug'2023 due to which high billings have been done resulted to 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 Aug'2023 to Feb'2025.
  - Physical Verification Report on dt.18.03.2024.
  - Written version on dt.18.03.2025.
- The respondent also agreed to the wrong billing during Aug'2023 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:

- During Aug'2023, wrong bills have been served with 862 units on pro-rata basis during the month of meter change.
- A new meter bearing Sl. No. TWSP51045401 had been installed on dt.23.09.2023 and the current reading is 1084 Kwh as on dt.18.03.2025.
- Therefore, it is decided by the Forum to revise the average bills.

### **Directions of the forum**

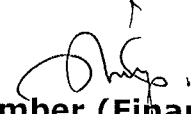
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The wrong bill served during Aug'2023 is 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 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/ 271<sup>(4)</sup>

Date: 31/03/2025

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.*

