

# 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 Grish Chandra Mohapatra (Co-opted Member)

## Corum:

Sri Achyutananda Meher

...

President

Sri Chitta Ranjan Dash

...

Member (Finance)

1	Case No.	<b>RKL/ 223 /2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Nirmal Kumar Sahu		8147-1128-0082	
		At/PO- Phataghat,		Contact No.:	
		Bonai, Dist- Sundargarh.		Nil	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application		26.03.2025		
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		26.03.2025		
9	Date of Order		19.04.2025		
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:		
	Radhika Sahu		Er. Anukul Chandra Mohanty, SDO		

## **ORDER**

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

During the spot hearing at SDO-VII Office of Rourkela Sadar Electrical Division camp on dt.26.03.2025, the complainant appeared before the Forum whereas SDO-VII, RSED 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 average billing from Sep'2006 to Jun'2008. 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 provisional bills have been generated from Sep'2006 to Jun'2008 due to which high billings have been made resulting 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 Feb'2005 to Feb'2025.
  - Physical Verification Report on dt.28.03.2025.
  - Written version on dt. 28.03.2025.
- The Respondent also agreed to the provisional billing from Sep'2006 to Jun'2008 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 Nov'2006 to Apr'2008, average bills have been served with various units per month though the meter is running correctly.
- The respondent had been instructed during the camp to recast suitably.
- Therefore, it is decided by the Forum to reject the case.

### **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 case is dropped off.

The matter is closed herewith.

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 315<sup>(4)</sup>

Date: 21/04/2025

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.*

