

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.	RKL/ 248 /2025																											
2	Complainant	Name & Address: Krishna Lakra At- Ruputola, PO- Panposh, Rourkela, Dist- Sundargarh.		Consumer No: 8145-2122-0009 Contact No.: 7008113437																									
3	Respondent	Name SDO-V, RSED, TPWODL, Rourkela.		Division RSED, TPWODL, Rourkela.																									
4	Date of Application	10.04.2025																											
5	In the matter of-	<table><tr><td>1. Agreement / Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification / Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) -</td><td></td><td></td></tr></table>				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) -		
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6	Section(s) of Electricity Act, 2003 involved	42(5)																											
7	OERC Regulation(s):	<table><tr><td>1</td><td>OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td><td>Clauses</td></tr><tr><td>2</td><td>OERC Conduct of Business) Regulations, 2004</td><td></td></tr><tr><td>3</td><td>Odisha Grid Code (OGC) Regulation, 2006</td><td></td></tr><tr><td>4</td><td>OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td><td></td></tr><tr><td>5</td><td>Others-OERC Distribution (Conditions of Supply) code, 2019</td><td>155/157</td></tr></table>				1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004	Clauses	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									
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8	Date(s) of Hearing	10.04.2025																											
9	Date of Order	25.04.2025																											
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:																											
	J. Lakra	Er. Gaurab Chattopadhyay, SDO																											

ORDER

Brief Facts of the Case

During the spot hearing at SDO-V Office of Rourkela Sadar Electrical Division camp on dt.10.04.2025, the complainant appeared before the Forum whereas SDO-V, 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 1.5 KW. That the Complainant has raised objection for average billing from Sep'2014 to Jan'2016. 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 average bills have been generated from Sep'2014 to Jan'2016 due to which high billings have been made resulting in 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 Jan'2014 to Feb'2025.
 - Physical Verification Report on dt.16.04.2025.
 - Written version on dt. 16.04.2025.
- The Respondent also agreed to the average billing from Sep'2014 to Jan'2016 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 Jan'2014 to Dec'2015, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. WSC26730 had been installed during Dec'2015 and the current reading is 17595 Kwh as on dt.16.04.2025.
- Bill served during Jan'2016 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

Directions of the forum

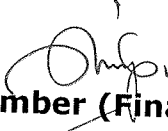
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The provisional/average bills served from Feb'2014 to Jan'2016 (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 up all dues upon revision of bills.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**31.05.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 349⁽⁴⁾

Date: 29/04/2025

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.

