

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

Sri Chitta Ranjan Dash

President

Member (Finance)

1	Case No.	RKL/ 256 /2025																											
2	Complainant	Name & Address: Phulabati Sharma At- Mahesdihi, Dist- Sundargarh.		Consumer No: 8121-2117-0737 Contact No.: Nil Division																									
3	Respondent	Name SDO-Sundargarh, SED, TPWODL, Sundargarh.		Division SED, TPWODL, Sundargarh.																									
4	Date of Application	11.04.2025		SED, TPWODL, Sundargarh.																									
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):																												
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																									
8	Date(s) of Hearing	11.04.2025																											
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:	Phulabati Sharma		Appeared for the Respondent: Er. Atman Mishra, SDO																									

ORDER

Brief Facts of the Case

During the spot hearing at SDO-Sundargarh Office of Sundargarh Electrical Division camp on dt.11.04.2025, the complainant appeared before the Forum whereas SDO-Sundargarh, SED 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 3 KW. That the Complainant has raised objection for average billing from Mar'2024 to Aug'2024. 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 Mar'2024 to Aug'2024 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 Jan'2024 to Mar'2025.
 - Physical Verification Report on dt.08.04.2025.
 - Written version on dt.11.04.2025.
- The Respondent also agreed to the average billing from Mar'2024 to Aug'2024 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 Mar'2024 to Aug'2024, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. TWSP51139375 had been installed on dt.22.09.2024 and the current reading is 857 Kwh as on dt.08.04.2025.
- Bill served during Sep'2024 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 average bills served from Mar'2024 to Sep'2024 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 closed herewith.

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


Member (Finance)


President

No. GRF/RKL/ 357⁽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.

