

# 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)

|    |                                              |                                                                          |                              |                                                      |         |         |
|----|----------------------------------------------|--------------------------------------------------------------------------|------------------------------|------------------------------------------------------|---------|---------|
| 1  | Case No.                                     | <b>RKL/ 377 /2025</b>                                                    |                              |                                                      |         |         |
| 2  | Complainant                                  | Name & Address:                                                          |                              | Consumer No:                                         |         |         |
|    |                                              | Rambhabati Naik                                                          |                              | 8121-2205-0171                                       |         |         |
|    |                                              | At/PO- Rangadhupa,<br>Dist- Sundargarh.                                  |                              | Contact No.:<br>9438623158                           |         |         |
| 3  | Respondent                                   | Name                                                                     |                              | Division                                             |         |         |
|    |                                              | SDO-Sundargarh, SED, TPWODL, Sundargarh.                                 |                              | SED, TPWODL, Sundargarh.                             |         |         |
| 4  | Date of Application                          |                                                                          | 13.06.2025                   |                                                      |         |         |
| 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                           |                                                                          | 13.06.2025                   |                                                      |         |         |
| 9  | Date of Order                                |                                                                          | 21.06.2025                   |                                                      |         |         |
| 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: |                                                      |         |         |
|    | Rambhabati Naik                              |                                                                          | 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.13.06.2025, 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 4.5 KW. That the Complainant has raised objection for average billing from Mar'2024 to Nov'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 Nov'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 Feb'2024 to May'2025.
  - Physical Verification Report on dt.03.06.2025.
  - Written version on dt.13.06.2025.
- The Respondent also agreed to the average billing from Mar'2024 to Nov'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 Oct'2024, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. TWSP51222171 had been installed on dt.25.11.2024 and the current reading is 101 Kwh as on dt.03.06.2024.
- Bill served during Nov'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 Nov'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.**30.09.2025**.

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 499<sup>(4)</sup>

Date: 23/06/2025

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.*

