

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

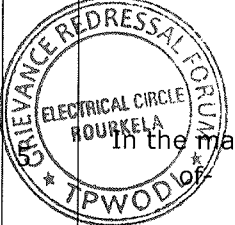
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Anil Kumar Patra ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 411 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Durga Devi Sharma		8113-2322-0201			
		At/PO- Gopabandhupalli, Rourkela, Dist- Sundargarh.		Contact No.: 9938808167			
3	Respondent	Name		Division			
		SDO-III, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.			
4	Date of Application	08.07.2025					
	In the matter	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	08.07.2025					
9	Date of Order	21.07.2025					
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:					
	Omkar Sharma	Er. Rajat Mohanty, SDO					

ORDER

Brief Facts of the Case

During the spot hearing at SDO-III Office of Rourkela Electrical Division camp on dt.08.07.2025, the complainant appeared before the Forum whereas SDO-III, 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 2 KW. That the Complainant has raised objection for average billing from Feb'2017 to Jan'2019. He requested revision of bills and mentions about verbal complaints being made to the Respondent earlier on.

Gist of Arguments made by the Parties

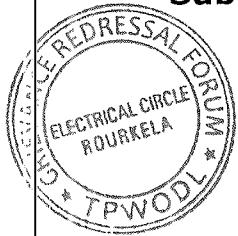
Both parties were present in the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submitted that average bills have been generated from Feb'2017 to Jan'2019 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'2016 to May'2025.
 - Physical Verification Report on dt.08.07.2025.
 - Written version on dt.08.07.2025.
- The Respondent also agreed to the average billing from Feb'2017 to Jan'2019 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.



[Signature]
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
21-7-25
President
Grievance Redressal Forum
Electrical Circle, Rourkela

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'2016 to Jan'2019, average bills have been served with various units per month though the meter is advancing properly.
- The meter bearing Sl. No. LW169959 had been installed during Feb'2019 and the current reading is 7781 Kwh as on dt.08.07.2025.
- Therefore, it is decided by the Forum to revise the average bills.

Directions of the forum

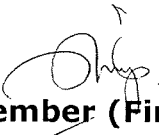
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The abnormal bills served from Feb'2017 to Jan'2019 (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.**31.08.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 558⁽⁴⁾

Date: 21/07/2025

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.

