

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

1	Case No.	RKL/ 437 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Md. Asfak Ansari At- Bypass Chowk, Bada Purnapanui, Po- Bonaigarh Dist- Sundargarh, Odisha.		8147-1219-0955			
				Contact No.:			
				7735458399			
3	Respondent	Name		Division			
		SDO-VII, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela			
4	Date of Application	18.07.2025					
	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) - x					
		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						
8	Date(s) of Hearing	18-07-2025					
9	Date of Order	30-07-2025					
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:				
	Md. Asfak Ansari		Er. Binaya Bhusan Mishra, SDO				

ORDER

Brief Facts of the Case

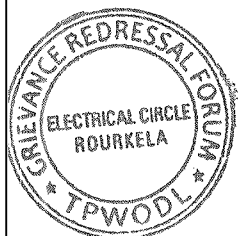
During the spot hearing at Bonai, Electrical Sub-division camp on dt.18.07.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having no-8147-1219-0955 with connected load of 01 Kw. That the Complainant has raised objection for Abnormal billing during Dec'2023. He requested to 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:

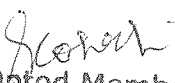
Submission of the Complainant:

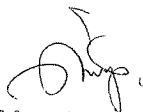



- The complainant submitted that Abnormal billing during Dec'2023 due to which high billings have been done resulted to accumulation of arrears.
- He further submitted that he had made verbal complaint to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

Reply Submission of the Respondent:

- The respondent produced the following documents:
 - Billing abstract from Dec'2023 to Jun'2025.
 - Physical Verification Report on dt.21.07.2025.
 - Written version on dt. 18.07.2025.
- The respondent also agreed to abnormal billing during Dec'2023 and revision of bill.
- However, the respondent requested the Forum to take appropriate decisions as necessary.


Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


31-7-25
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:

- During Dec'23, abnormal average bill had been served for 26 months at a time in the first month of billing.
- New meter bearing Sl. No. TWSP51130103 had been installed on dt.27.02.2024 and the current reading is "416" Kwh as on dt.21.07.2025.
- 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 bills served from Feb'2022 to Jan'2024 (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
No. GRF/RKL/ 587⁽⁶⁾


Member (Finance)


President

Date:

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RSED, TPWODL, Rourkela.
- 3) The Manager (Commerce), TPWODL, RSED, Rourkela.
- 4) 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.

