

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

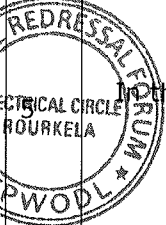
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 438 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Nirmala Pradhan At/PO-Jalita, Bonaigarh Dist- Sundargarh, Odisha.		8140-0103-0466			
				Contact No.:			
				9438100958			
3	Respondent	Name		Division			
		Executive Engineer, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela			
4	Date of Application		18.07.2025				
	In the matter of-	1. Agreement / Termination		x	2. Billing Disputes	✓	
		3. Classification / Reclassification of Consumers		x	4. Contract Demand / Connected Load	x	
		5. Disconnection / Reconnection of Supply		x	6. Installation of Equipment & apparatus of Consumer	x	
		7. Interruptions		x	8. Metering	x	
		9. New Connection		x	10. Quality of Supply & GSOP	x	
		11. Security Deposit / Interest		x	12. Shifting of Service Connection & equipments	x	
		13. Transfer of Consumer Ownership		x	14. Voltage Fluctuations	x	
		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				155/157		
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:				
	Nirmala Pradhan		Er. Alok Ranjan Pattnaik, Executive Engineer				

ORDER

Brief Facts of the Case

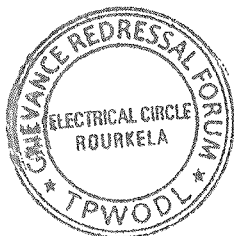
During the spot hearing at Bonai, Electrical Sub-division camp on dt.18.07.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-LI consumer having no-8140-0103-0466 with connected load of 2.5Kw. That the Complainant has raised objection for average billing from May'2022 to Apr'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 average billing from May'2022 to Apr'2024 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 May'2022 to Jun'2025.
 - Physical Verification Report on dt.21.07.2025.
 - Written version on dt.21.07.2025.
- The respondent also agreed to abnormal billing from May'2022 to Apr'2024 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


President
Grievance Redressal Forum
Electrical Circle, Rourkela

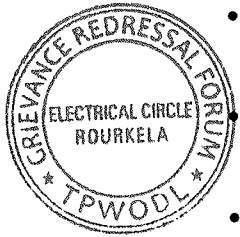
Findings of the Forum

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 May'2022 to Apr'2024, provisional/average bill have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. TWSP59023023 had been installed on dt.15.06.2024 and the current reading is "1027" Kwh as on dt.21.07.2025.
- The served during May'24 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 bills served from Jun'2022 to May'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


Member (Finance)


President

No. GRF/RKL/ 588⁽⁶⁾

Date: 31/07/2025

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.

