

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

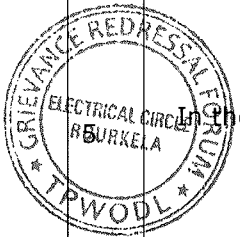
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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)
Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 446 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Sukanti Rohidas		8122-2310-1050			
		At/PO- Sikajore,		Contact No.:			
		Ujalpur, Dist- Sundargarh.		Nil			
3	Respondent	Name		Division			
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.			
4	Date of Application		25.07.2025				
	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		25.07.2025				
9	Date of Order		18-08-2025				
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:				
	Sukanti Rohidas		Er. Biraj Patel, SDO				

ORDER

Brief Facts of the Case

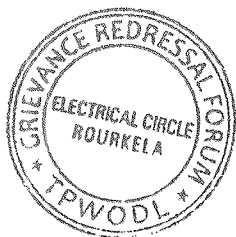
During the spot hearing at SDO-Ujalpur Office of Sundargarh Electrical Division camp on dt.25.07.2025, the complainant appeared before the Forum whereas SDO-Ujalpur, SED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.5 KW. That the Complainant raised objection for provisional/average billing from May'2024 to Dec'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 provisional/average bills have been generated from May'2024 to Dec'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'2021 to Jun'2025.
 - Physical Verification Report on dt.29.07.2025.
 - Written version on dt.29.07.2025.
- The Respondent also agreed to the provisional/average billing from May'2024 to Dec'2024 and revision of bills.
- 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
Page 2 of 3
Grievance Redressal Forum
Electrical Circle, Rourkela

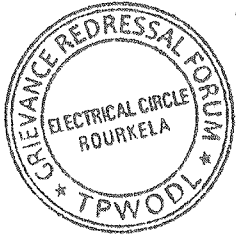
Findings of the Forum

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'2024 to Dec'2024, provisional/average bills have been served with various units per month.
- The meter bearing Sl. No. TWB342669 had been installed on dt.04.01.2025 and the current reading is 240 Kwh as on dt.29.07.2025.
- 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 provisional/average bills served from May'2024 to Dec'2024 are to be revised by taking average of six consecutive billing of meter TBW342669.
- Any adjustments made during this 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.**30.09.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 604⁽⁶⁾

Date: 18/08/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, SED, TPWODL, Sundargarh.
- 3) Dy. Manager (Com.), SED, TPWODL, Sundargarh.
- 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.

