

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/ 492 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Santosh Kumar Behera		8145-2221-0204			
		At- Deogaon, PO- Lathikata,		Contact No.:			
		Rourkela, Dist- Sundargarh.		9337083705			
3	Respondent	Name		Division			
		SDO No-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application	15.09.2025					
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		15.09.2025			
9		Date of Order		26.09.2025			
10		Order in favour of		Complainant <input checked="" type="checkbox"/> Respondent <input type="checkbox"/> Others <input type="checkbox"/>			
11		Details of Compensation awarded, if any.		Nil			
12		Appeared for the Complainant:		Appeared for the Respondent:			
		Santosh Behera		Er. Gaurab Chattopadhyay, SDO			

Sri Anil Kumar Patra
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Sri Chitta Ranjan Dash
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Sri Girish Chandra Mohapatra
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Lathikata Section Office of Rourkela Sadar Electrical Division camp on dt.15.09.2025, the complainant appeared before the Forum whereas SDO-V, RSED 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 provisional/average billing from Mar'2020 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 Mar'2020 to Dec'2024 due to which high billings have been made resulting in 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.

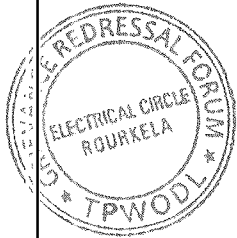
Reply Submission of the Respondent:


- The Respondent produced the following documents:
 - Billing abstract from Jan'2021 to Aug'2025.
 - Physical Verification Report on dt.16.09.2025.
 - Written version on dt.16.09.2025.
- The Respondent also agreed to the provisional/average billing from Mar'2020 to Dec'2024 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.


Findings of the Forum

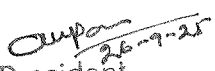
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- From Mar'2020 to Dec'2024, provisional/average bills have been served with various units per month as the meter is defective.




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- As per local information received, this supply has been disconnected since Mar'2020 till dt.19.11.2024. The Licensee had taken part payment & given RC with new meter. During this period consumer was not availing any supply.
- The meter bearing Sl. No. TWSP51234677 had been installed on dt.02.02.2025 and the current reading is 439 Kwh as on dt.16.09.2025.
- 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 Mar'2020 to Dec'2024 are to be revised by withdrawing all electricity charges except fixed charges. 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 close herewith.

The compliance report to be submitted on or before dt.**31.10.2025**.


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President
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Electrical Circle, Rourkela

No. GRF/RKL/ 654⁽⁶⁾

Date: 26/09/2025

Certified Copy to:

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

