

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

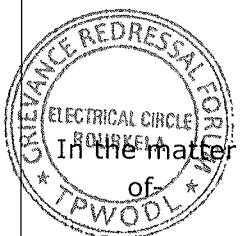
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 493 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Christopher Bona		8145-2328-0094	
		At- Bonergath, PO- Lathikata, Rourkela, Dist- Sundargarh.		Contact No.: 9861431423	
3	Respondent	Name		Division	
		SDO No-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	15.09.2025			
5		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				
8	Date(s) of Hearing	15.09.2025			
9	Date of Order	26.09.2025			
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:		
	Helena Bada		Er. Gaurab Chattopadhyay, SDO		

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.

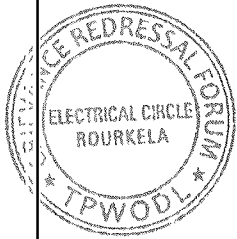
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1.5 KW. That the Complainant has raised objection for average billing from Mar'2001 to Jan'2004 and Jun'2012 to Dec'2021. He requested revision of bills and mentions about verbal complaints 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 Mar'2001 to Jan'2004 and Jun'2012 to Dec'2021 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 Mar'2001 to Aug'2025.
 - Physical Verification Report on dt.04.09.2025.
 - Written version on dt.15.09.2025.
- The Respondent also agreed to the average billing from Mar'2001 to Jan'2004 and Jun'2012 to Dec'2021 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 Feb'2001 to Jan'2004 and from Jun'2012 to Dec'2021, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. 1807576 had been installed during Mar'2004 and the final reading of this meter is 3899 Kwh upto May'2012.

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

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

[Signature]
President
Grievance Redressal Forum
Electrical Circle, Rourkela

- Provisional bills had been served from Aug'2006 to Oct'2011 and not properly adjusted. Recasting of bills for this period is required.
- The meter bearing Sl. No. TWSP51176994 had been installed on dt.26.09.2024 and the current reading is 552 Kwh as on dt.04.09.2025.
- Therefore, it is decided by the Forum to revise the average bills and recast the provisional 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 average bills served from Feb'2002 to Jan'2004 (Two Years) are to be revised by taking average of six consecutive billing of meter 1807576.
- The provisional bills served from Aug'2006 to Nov'2011 are to be revised by taking IMR "1598" (CMR of Jul'2006) and FMR "3480" (CMR of Nov'2011).
- The average bills served from Sep'2019 to Aug'2021 (Two Years) are to be revised by taking average of six consecutive billing of meter TWSP51176994.
- 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**.


Co-opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 655⁽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.

