

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/ 556 /2025						
2	Complainant	Name & Address:				Consumer No:		
		Jibadhan Padhan At/PO- Laket Jharan, Tangardihi, Hemgir, Dist- Sundargarh.				8123-2105-0160		
3	Respondent	Name				Contact No.:		
		SDO-Ujalpur, SED, TPWODL, Sundargarh.				8917601935		
4	Date of Application	Division						
		SED, TPWODL, Sundargarh.						
5 CONSUMER GRIEVANCE REDRESSAL FORUM ROURKELA ELECTRICAL CIRCLE TPWODL 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	07.11.2025						
9	Date of Order	25.11.2025						
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:					
	Jibadhan Padhan		Er. Biraj Patel, SDO					

Seon
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

D.S.
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

On 25-11-25
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Hemgir Section Office of Sundargarh Electrical Division camp on dt.07.11.2025, 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 0.14 KW. That the Complainant has raised objection for average billing from Feb'2024 to Sep'2025. 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 Feb'2024 to Sep'2025 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.

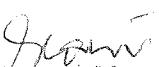
Reply Submission of the Respondent:

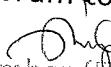
- The Respondent produced the following documents:
 - Billing abstract from Apr'2012 to Oct'2025.
 - Physical Verification Report on dt.10.11.2025.
 - Written version on dt.10.11.2025.
- The Respondent also agreed to the average billing from Feb'2024 to Sep'2025 and revision of bills.
- However, the 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'2024 to Sep'2025, average and wrong actual bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. TWSP51314898 had been installed on dt.29.10.2025 and the current reading is 15 Kwh as on dt.10.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.


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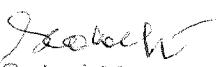
Directions of the Forum

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'2024 to Sep'2025 are to be revised by taking average of six consecutive billings of meter TWP51314898.
- 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. **30.06.2026**.


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Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
25-11-25
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 747 (6)

Date: 25/11/2025

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: Bhoi Nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.

