

# 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.	<b>RKL/ 556 /2025</b>																											
2	Complainant	Name & Address: Jibadhan Pradhan At/PO- Laket Jharan, Tangardihi, Hemgir, Dist- Sundargarh.		Consumer No: 8123-2105-0160 Contact No.: 8917601935																									
3	Respondent	Name SDO-Ujalpur, SED, TPWODL, Sundargarh.		Division SED, TPWODL, Sundargarh.																									
4	Date of Application	07.11.2025																											
5	In the matter of	<table><tr><td>1. Agreement / Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification / Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) -</td><td></td><td></td></tr></table>				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) -		
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):																												
1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004	Clauses																											
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																											

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

### **Brief Facts of the Case**

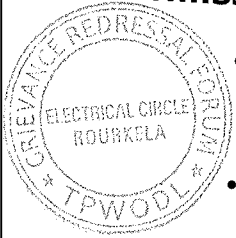
During the spot hearing at Hemgir Section Office of Sundargarh Electrical Division camp on dt.07.11.2025, the complainant appeared before the Forum whereas SDO-Ujalpur, SED appeared as Respondent before the Forum.

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.

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela


## Directions of the Forum

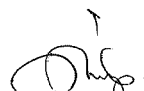
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


- The bills served from Feb'2024 to Sep'2025 are to be revised by taking average of six consecutive billings of meter TWSP51314898.
- 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**.

  
**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/ 747<sup>(6)</sup>

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

