

# 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/ 557 /2025</b>																									
2	Complainant	Name & Address: Tikeswari Suna At/PO- Kanika, Hemgir, Dist- Sundargarh.		Consumer No: 8123-2104-0768 Contact No.: 9938556842																							
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 rowspan="2"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification / Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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	<input checked="" type="checkbox"/>	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) -		
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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	<input checked="" type="checkbox"/>	Respondent																							
11	Details of Compensation awarded, if any.	Nil																									
12	Appeared for the Complainant:	Appeared for the Respondent:																									
	Kashmati Suna	Er. Biraj Patel, SDO																									

*Sroni*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Dr. P.*  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Aurpan*  
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 provisional/average billing from Apr'2015 to Feb'2019. 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 Apr'2015 to Feb'2019 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:**

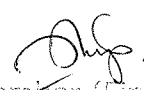
- The Respondent produced the following documents:
  - Billing abstract from Feb'2014 to Oct'2025.
  - Physical Verification Report on dt.10.11.2025.
  - Written version on dt.10.11.2025.
- The Respondent also agreed to the provisional/average billing from Apr'2015 to Feb'2019 and revision of bills.
- 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'2015 to Feb'2019, provisional/average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. LW173721 had been installed on dt.24.01.2019 and the current reading is 7697 Kwh as on dt.10.11.2025.
- A new meter may be replaced as per Regulation 111(iii).
- 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

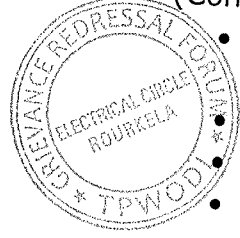
## Directions of the forum

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 Mar'2017 to Feb'2019 (Two Years) are to be revised by taking average of six consecutive billings of meter LW173721.
- 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 is to be submitted on or before dt. **31.12.2025**.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 748(6)

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 26/11/2025

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

