

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/ 594 /2025							
2	Complainant	Name & Address:			Consumer No:				
		Girraj Prasad Agrawal			8141-2216-0665				
		At-Plot No-Y-3/3, Area- 7 & 8, Civil Township PO-Panposh			Contact No.:				
		Dist- Sundargarh, Pin-769004 (Odisha)			9937202870				
3	Respondent	Name			Division				
		SDO-I, RSED, TPWODL, Rourkela			RSED, TPWODL, Rourkela				
4	Date of Application	20.11.2025							
5 In the matter of- * GRIEVANCE REDRESSAL CIRCLE ROURKELA * TPWODL *		1. Agreement / Termination		<input checked="" type="checkbox"/>	2. Billing Disputes		✓		
		3. Classification / Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load		✗		
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer		✗		
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering		✗		
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP		✗		
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments		✗		
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations		✗		
		15. Others (Specify) -		<input type="checkbox"/>					
		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	20-11-2025							
9	Date of Order	26-11-2025							
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others			
11	Details of Compensation awarded, if any.		Nil						
12	Appeared for the Complainant:		Appeared for the Respondent:						
	Girraj Prasad Agrawal		Er. Sandeep Kumar Parida, SDO						

Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

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Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

On 26-11-2025
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President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Civil Township, Electrical Sub-division camp on dt.20.11.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

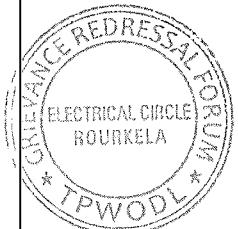
Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having no-8141-2216-0665 with connected load of 3 Kw. That the Complainant has raised objection for average billing from Mar'2025 to Apr'2025. He requested revision of bills and mentions about verbal complaints being made 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 Mar'2025 to Apr'2025 due to which high billings have been done resulted 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 Jan'2024 to Oct'2025.
 - Physical Verification Report on dt.20.11.2025.
 - Written version on dt. 20.11.2025.
- The respondent also agreed to average billing from Mar'2025 to Apr'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 Mar'2025 to Apr'2025 average bills have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. TWST15044468 had been installed on dt. 24.05.2025 and the current reading is "417" Kwh as on dt-20.11.2025.
- Bill served during May'2025 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Co-Opted Member
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 average bills served from Mar'2025 to May'2025 are to be revised by taking average of six consecutive billing of new meter.
- 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.**31.01.2026**.


Co-opted Member

Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 772 (b)


Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President

President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 29/11/2025

Certified Copy to:

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

