

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

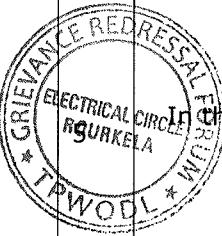
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 612 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Noorjahan Begum At-Igdapada, PO- Rajgangpur Dist- Sundargarh, Pin-770017 (Odisha)		8131-1203-0441			
				Contact No.:			
				9583550009			
3	Respondent	Name		Division			
		SDO No-I, TPWODL, Rajgangpur		RED, TPWODL, Rajgangpur			
4	Date of Application	27-11-2025					
 In the matter of-		1. Agreement / Termination		<input checked="" type="checkbox"/>	2. Billing Disputes	<input checked="" type="checkbox"/>	
		3. Classification / Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load	<input checked="" type="checkbox"/>	
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	<input checked="" type="checkbox"/>	
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering	<input checked="" type="checkbox"/>	
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	<input checked="" type="checkbox"/>	
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipment	<input checked="" type="checkbox"/>	
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations	<input checked="" type="checkbox"/>	
		15. Others (Specify) - x					
		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	27-11-2025					
9	Date of Order	12-12-2025					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input checked="" type="checkbox"/>	Others	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.			Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Adnan Raza		Er. Sanjeeb Mohanty, SDO				

Adnan Raza
Co-opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Er. Sanjeeb Mohanty
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Er. Sanjeeb Mohanty
12-12-2025
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

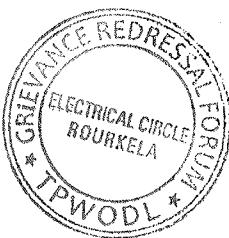
During the spot hearing at Rajgangpur No-I, Electrical Sub-division Camp on dt.27-11-2025, the complainant appeared before the Forum whereas SDO(Electrical) No-I, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8131-1203-0441 with connected load of 2.5KW. That the Complainant has raised objection for average/provisional billing from Sep'2022 to Aug'2024. 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/provisional billing from Sep'2022 to Aug'2024 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 Nov'2020 to Oct'2025.
 - Physical Verification Report on dt.25.11.2025.
 - Written version on dt.27.11.2025.
- The respondent also agreed to the average/provisional billing from Sep'2022 to Aug'2024 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 Jan'2021 to Aug'2024, provisional/average bills have been served with various units per months as the meter is defective.
- A new meter bearing Sl. No. TWB328901 had been installed on dt.03.10.2024 and the CMR is "1243" Kwh as on dt.25.11.2025.
- 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

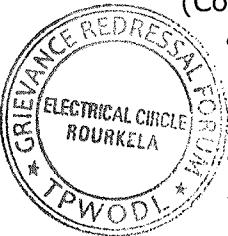
Directions of the Forum

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 Sep'2022 to Aug'2024 (2 years) 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 is to be submitted on or before dt.**31.01.2026**.



[Signature]
Co-Opted Member

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 804 (6)

[Signature]
Member (Finance)

Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
President

Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 12/12/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) Dy. General Manager (Com.), RED, TPWODL, Rajgangpur.
- 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.

