

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/ 451 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Sushama Barik		8145-2223-0247			
		At-R. H. Colony, PO- Tangarpalli, Rourkela, Dist- Sundargarh.		Contact No.: 9668565358			
3	Respondent	Name		Division			
		SDO No-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application		06.08.2025				
5	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		06.08.2025				
9	Date of Order		25/08/2025				
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:				
	Suresh Ch. Barik		Er. Gaurab Chattopadhyay, SDO				

G. Mohan
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Chitta Ranjan Dash
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Anil Kumar Patra
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at SDO-V Office of Rourkela Sadar Electrical Division camp on dt.06.08.2025, the complainant appeared before the Forum whereas SDO-V, RSED appeared as Respondent before the Forum.

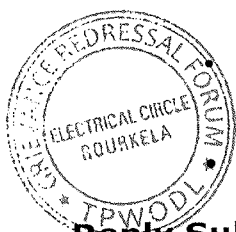
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1.5 KW. That the Complainant has raised objection for provisional/average billing from Jan'2020 to Apr'2023. He requested revision of bills and mentions about verbal complaints being made to 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:

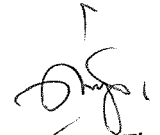
- The complainant submitted that provisional/average bills have been generated from Jan'2020 to Apr'2023 due to which high billings have been made resulting in accumulation of arrears.
- He further submitted that he had made verbal complaint to the Respondent about the erroneous bill.
- He also requested the Forum to revise the bills.




Reply Submission of the Respondent:

- The Respondent produced the following documents:
 - Billing abstract from Dec'2019 to Jun'2025.
 - Physical Verification Report on dt.05.08.2025.
 - Written version on dt. 06.08.2025.
- The Respondent also agreed to the provisional/average billing from Jan'2020 to Apr'2023 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.


Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

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'2020 to Apr'2023, provisional/average bills have been served though the same meter is running successfully till date.
- The meter bearing SI. No. WCV16611 had been installed during Jan'2015 and the current reading is 6727 Kwh as on dt.06.08.2025.
- Therefore, it is decided by the Forum to revise the average bills.


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.

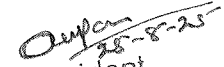
- The provisional/average bills served from Jan'2020 to Jan'2025 are to be revised by taking IMR as "4455" (CMR of Dec'2019) and FMR as "5834" (CMR of Jan'2025).
- Any adjustments made during the revision period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear up all dues upon revision of bills.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**30.09.2025**.


Co-opted Member
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela
No: GRF/RKL/812(6)


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 25/08/2025

Certified Copy to:

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

