

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

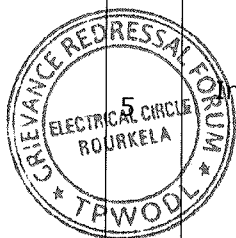
## Bench:

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/ 457 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Swara Kamala Das		8112-2223-0085			
		At- Daily Market, Janta Niwas Gali, PO- Rourkela, Dist- Sundargarh.		Contact No.: 7077177899			
3	Respondent	Name		Division			
		SDO No-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.			
4	Date of Application		08.08.2025				
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		08.08.2025				
9	Date of Order		25.08.2025				
10	Order in favour of		Complainant	✓	Respondent		
11	Details of Compensation awarded, if any.		Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Ram Krushna Das		Er. Anamika Bohidar, 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 SDO-II Office of Rourkela Electrical Division camp on dt.08.08.2025, the complainant appeared before the Forum whereas SDO-II, RED appeared as Respondent before the Forum.

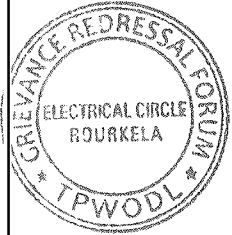
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 02 KW. That the Complainant has raised objection for abnormal billing from Feb'2025 to Jun'2025. He requested revision of bills and mentions about verbal complaints being made to the Respondent 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 abnormal bills have been generated from Feb'2025 to Jun'2025 due to which high billings have been made resulting in accumulation of arrears.
- Meter was tested and found to be defective.
- 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 Jun'2025.
  - Physical Verification Report on dt.18.08.2025.
  - Meter testing report on dt.13.08.2025.
- The Respondent also agreed to the abnormal billing from Feb'2025 to Jun'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'2025 to Jun'2025, abnormal bills have been served with various units per month as the meter bearing number 2030504 is defective.
- The meter bearing Sl. No. TWSP51286133 had been installed during Jul'2025 and the current reading is 147 Kwh as on dt.08.08.2025.

*Jeon*

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Shy*

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

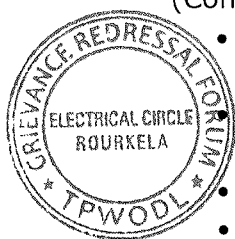
*Oupan*  
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President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

- Meter bearing number 2030504 had been tested and found defective on dt.03.07.2025 and on dt.13.08.2025. This meter records energy even without any load applied as reported by testing laboratory.
- Bill served during Jul'2025 is on pro-rata basis and needs revision.
- The details of physical verification report are not filled up properly. The respondent is responsible for this type of negligence. It must be corrected in future.
- The respondent has not submitted written version and is warned to submit written version henceforth neatly.
- 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 bills served from Feb'2025 to Jul'2025 are to be revised by taking average of six consecutive billing of new meter. 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 close herewith.

The compliance report is to be submitted on or before dt.**31.03.2026**.

  
**Co-opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 616<sup>(6)</sup>

Date: 25/08/2025

Certified Copy to:

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

