

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

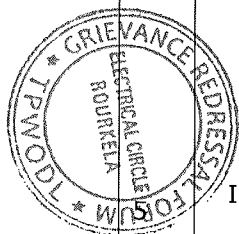
Bench:

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/ 463 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Paramananda Mahato		8110-0106-0412	
		At-Jamal, Po-Jareikela, Bisra, Rourkela		Contact No.:	
		Dist- Sundargarh, Odisha.		9438239471	
3	Respondent	Name		Division	
		Executive Engineer, TPWODL, RED, Rourkela		RED, TPWODL, Rourkela	
4	Date of Application		13.08.2025		
In the matter of-	1. Agreement / Termination	x	2. Billing Disputes	✓	
	3. Classification / Reclassification of Consumers	x	4. Contract Demand / Connected Load	x	
	5. Disconnection / Reconnection of Supply	x	6. Installation of Equipment & apparatus of Consumer	x	
	7. Interruptions	x	8. Metering	x	
	9. New Connection	x	10. Quality of Supply & GSOP	x	
	11. Security Deposit / Interest	x	12. Shifting of Service Connection & equipments	x	
	13. Transfer of Consumer Ownership	x	14. Voltage Fluctuations	x	
	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		13-08-2025		
9	Date of Order		26-08-2025		
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:		
	Paramananda Mahato		Er. Rajesh Pandey, 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 Bisra, Electrical Section office camp on dt.13.08.2025, the complainant appeared before the Forum whereas SDO Electrical, No-VI, RED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Irrigation Pumping agriculture consumer having number 8110-0106-0412 with connected load of 3 Kw. That the Complainant has raised objection for provisional/ abnormal billing from Sep'2024 to Jun'2025. He requested revision of bills and mentions about verbal complaints being made to the respondent earlier.

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 Sep'2024 to Jun'2025 due to which high billings have been done resulted to 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 Mar'2022 to Jul'2025.
 - Physical Verification Report on dt.13.08.2025.
 - Meter Test report on dt.15.06.2025.
- The respondent also agreed to abnormal billing during Sep'2024 to Jun'2025 and revision of bills.
- However, the respondent requested the Forum to take appropriate decisions as necessary.


Findings of the Forum

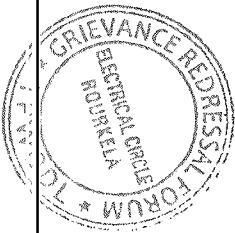
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- From Sep'2024 to Apr'2025 average bills have been served with units per month as the meter is defective.
- As per MRT report, meter number WLT085369 was found to be defective on dt.10.06.2025.


Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
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President
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- A new meter bearing Sl. No. TWSC9023618 had been installed during Jun'2025 and the current reading is "26" Kwh as on dt.13.08.2025.
- Bill served during Jun'25 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.

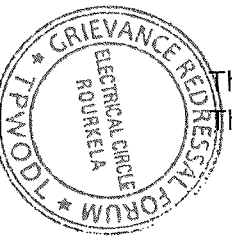
Directions of the forum

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 erroneous bills served from Sep'2024 to Jun'25 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 closed herewith.

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



[Signature]
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 622 (6)

[Signature]
Member (Finance)
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 26/08/2025

Certified Copy to:

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

