

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

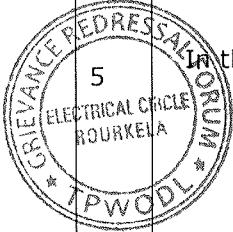
## Bench:

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/ 465 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Nasin Parbin		8141-2118-0515			
		At- Khariabahal, Koel Bank, PO- Ind. Estate, Rourkela, Dist- Sundargarh.		Contact No.: 9437359786			
3	Respondent	Name		Division			
		SDO No-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application		14.08.2025				
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		14.08.2025				
9	Date of Order		18/09/2025				
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:				
	Nasin Parbin		Er. Sandeep Parida, SDO				



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

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

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18-9-25  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

### **Brief Facts of the Case**

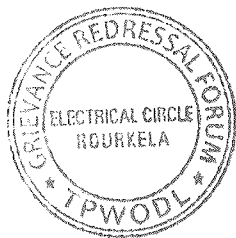
During the spot hearing at ESO-Kalinga Vihar Office of Rourkela Sadar Electrical Division camp on dt.14.08.2025, the complainant appeared before the Forum whereas SDO-I, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 2 KW. That the Complainant has raised objection for provisional/average billing from Dec'2017 to Nov'2022. 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 Dec'2017 to Nov'2022 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'2017 to Nov'2022.
  - Physical Verification Report on dt.14.08.2025.
  - Written version on dt.14.08.2025.
- The Respondent also agreed to the provisional/average billing from Dec'2017 to Nov'2022 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

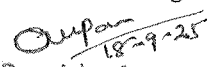
### **Findings of the Forum**

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 Dec'2017 to Nov'2020, average bills have been served with various units per month as the meter is defective. From Apr'2022 to Sep'2022, provisional bills had been served. Next bills are stopped.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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President  
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Electrical Circle, Rourkela

- The meter bearing Sl. No. WLT1047649 had been installed on dt.14.10.2017 and the current reading is '0' Kwh as on dt.14.08.2025.
- During site verification it was found that the connection has been disconnected since Jan'2021. However, the meter reader has continued generating provisional bills for the consumer and has recorded reading up to '100' Kwh which is false. The meter is showing '0' Kwh now which indicates that there has been no electricity consumption by the consumer during the whole period.
- Therefore, the bills generated an incorrect/provisional reading are wrong and need to be revised accordingly.
- Therefore, it is decided by the Forum to revise the wrong bills.

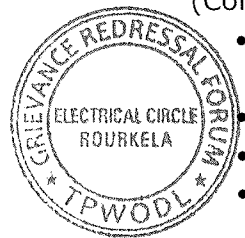
### **Directions of the forum**

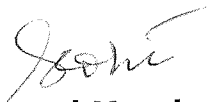
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


- The wrong bills served from Dec'2017 to Nov'2022 are to be withdrawn except fixed charges.
- 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.**31.10.2025**.



  
**Co-opted Member**  
 Co-Opted Member  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

  
**Member (Finance)**  
 Member (Finance)  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

  
**President**  
 President  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

No. GRF/RKL/ 636<sup>(6)</sup>

Date: 18/09/2025

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.*

