

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

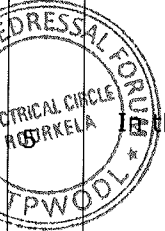
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com


Bench:

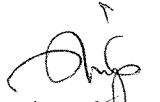
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)


Corum:

Sri Anil Kumar Patra ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 466 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Ananta Barik		8147-1315-0853			
		At- Teri, PO- Koida, Dist- Sundargarh.		Contact No.: 8763364452			
3	Respondent	Name		Division			
		SDO No-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application		19.08.2025				
	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					
8	Date(s) of Hearing		19.08.2025				
9	Date of Order		23.09.2025				
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:				
	Ananta Barik		Er. Binay Mishra, 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 Koida Section Office of Rourkela Sadar Electrical Division camp on dt.19.08.2025, the complainant appeared before the Forum whereas SDO-VII, RSED appeared as Respondent before the Forum.

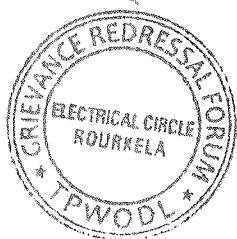
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.5 KW. That the Complainant has raised objection for provisional billing from Jan'2021 to Jul'2025. He requested revision of bills and mentions about verbal complaints being made to the Respondent 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 provisional bills have been generated from Jan'2021 to Jul'2025 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:

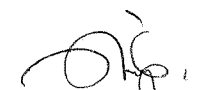
- The Respondent produced the following documents:
 - Billing abstract from Jan'2021 to Jul'2025.
 - Physical Verification Report on dt.22.08.2025.
 - Written version on dt.22.08.2025.
 - Meter Test Report on dt.08.08.2025
- The Respondent also agreed to the provisional billing from Jan'2021 to Jul'2025 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 May'2019 to Aug'2022, average/provisional bills have been served with various units per month as the meter is defective.


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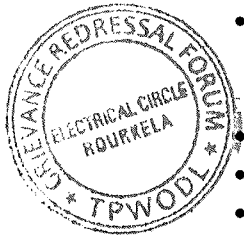

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- Meter bearing serial number WHL045903 has been tested at Meter Testing Laboratory and found ok. This meter had been installed on dt.16.01.2021.
- It is also found that there was earth temper for 153 days, i.e. from dt.08.07.2022 to dt.09.12.2022. During this period, the meter reading increased from 185 Kwh to 11095 Kwh. Consumption recorded is 10910 Kwh which is significantly high compared to normal usage. The complainant must correct the wiring periodically to avoid this type of error which is to be bear by himself.
- The meter bearing Sl. No. TWST15080502 had been installed on dt.08.08.2025 and the current reading is 22 Kwh as on dt.22.08.2025.
- 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 average/provisional bills served from Jan'2021 to May'2023 are to be revised by taking IMR as "00" (Initial meter reading in Jan'2021) and FMR "11337" (CMR pf May'2023).
- 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
 Grievance Redressal Forum
 Electrical Circle, Rourkela
 No. GRF/RKL/ 640 (6)


Member (Finance)
 Grievance Redressal Forum
 Electrical Circle, Rourkela


President
 Grievance Redressal Forum
 Electrical Circle, Rourkela
 Date: 24/09/2025

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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.

