

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

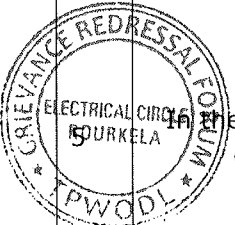
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

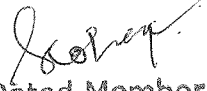
Bench:

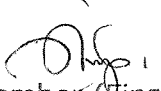
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

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

1	Case No.	RKL/ 468 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Johan Kandulna		8147-1313-0456	
		At- Toda, PO- Kalta, Koida, Dist- Sundargarh.		Contact No.: 9439232397	
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:		
	Johan Kandulna		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

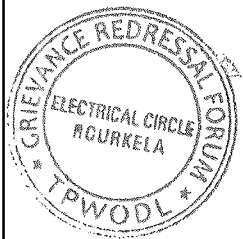
During the spot hearing at SDO-VII Office of Rourkela Sadar Electrical Division camp on dt.19.08.2025, the complainant appeared before the Forum whereas SDO-VII, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.2 KW. That the Complainant has raised objection for provisional billing from Mar'2021 to Nov'2024. 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 Mar'2021 to Nov'2024 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 Sep'2020 to Jul'2025.
 - Physical Verification Report on dt.25.08.2025.
 - Written version on dt.25.08.2025.
- The Respondent also agreed to the provisional billing from Mar'2021 to Nov'2024 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:

- The meter bearing Sl. No. TWB159980 had been installed on dt.27.11.2024 and the current reading is 395 Kwh as on dt.25.08.2025.

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23-9-25

President
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Electrical Circle, Rourkela

- The bills from Nov'2014 to Dec'2023 have been billed on provisional and wrong actual basis. It is clear from billing, the meter reader had been giving wrong bills with zero in unit place. For the month of May'2021 bill has been served for "5081" units by recording the meter reading as "001" with a wrong remark of "Round Complete". From Jun'2021 onwards almost actual bills have been served with due adjustment of provisional bills.
- The load survey of the complainant had been done and found 0.23 Kw.
- The same meter bearing Sl. No. 2713729 is continuing in the premises of the complainant from Dec'2013 and the last reading is "1600" Kwh upto Dec'2023.
- Therefore, it is decided by the Forum that, the provisional/wrong round billing period bills should be revised.

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/wrong round complete bills served to the complainant from Nov'2014 to Nov'2023 are to be revised by taking IMR "312" (CMR of Oct'2014) and FMR "1525" (CMR of Nov'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/ 642⁽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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.

