

# 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/ 472 /2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		R. C. Prusty		8114-2216-0033		
		At- Shop No.SSR-6, NAC Market,		Contact No.:		
		PO- Koelnagar, Rourkela, Dist- Sundargarh.		9437002864		
3	Respondent	Name		Division		
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		26.08.2025			
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		26.08.2025			
9	Date of Order		24.09.2025			
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:			
	Vinod Kumar		Er. Purna Chandra Biswal, 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**

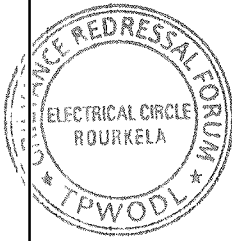
During the spot hearing at Jhirpani Section Office of Rourkela Electrical Division camp on dt.26.08.2025, the complainant appeared before the Forum whereas SDO-IV, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having connected load of 2.5 KW. That the Complainant has raised objection for average wrong billing from Jan'2017 to Oct'2017. 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 average bills have been generated from Jan'2017 to Oct'2017 due to which high billings have been made resulting to 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.

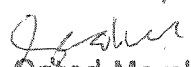
#### **Reply Submission of the Respondent:**


- The Respondent produced the following documents:
  - Billing abstract from Jan'2024 to Jul'2025.
  - Physical Verification Report on dt.13.08.2025.
  - Written version on dt.26.08.2025.
- The Respondent also agreed to the average billing from Jan'2017 to Oct'2017 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

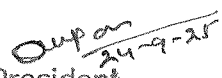
### **Findings of the Forum**

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 Jan'2017 to Oct'2017, wrong bills have been served with 360 units per month as the meter is defective.
- The meter bearing Sl. No. WLT045993 had been installed since Nov'2017 and the current reading is 603 Kwh as on dt.13.08.2025.

  
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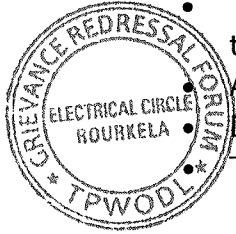
  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

- As there is very less consumption of current meter, the Forum feels to revise the bills from suitable consumption of old meter.

### **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.

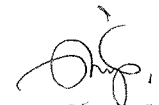
- The wrong bills served from Jan'2017 to Oct'2017 are to be revised by taking average consumption from Jan'2015 to Oct'2015.
- Adjustments made during this period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear up all dues 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

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

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 644 (6)

Date: 24/09/2025

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.*

