

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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


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

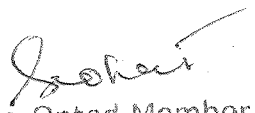
## Bench:


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/ 485 /2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		G. Mishra		8112-2418-0157		
		At- G.T. Lane, New Bus Stand, Bisra Road, Rourkela, Dist- Sundargarh.		Contact No.: 9668527599		
3	Respondent	Name		Division		
		SDO No-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	10.09.2025				
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	10.09.2025				
9	Date of Order	26.09.2025				
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:			
	Rani Mishra		Er. Anamika Bohidar, 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 Road Section Office of Rourkela Electrical Division camp on dt.10.09.2025, the complainant appeared before the Forum whereas SDO-II, RED 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 wrong billing from Feb'2011 to Aug'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 wrong bills have been generated from Feb'2011 to Aug'2025 due to which high billings have been made resulting in accumulation of arrears
- Unused billing of Rs.29473.51 for debit revision without any meter change.
- The same meter 8085367 continues for Feb'2011 till now.
- 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:**

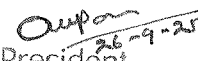
- The Respondent produced the following documents:
  - Billing abstract from Jan'2010 to Aug'2025.
  - Physical Verification Report on dt.11.09.2025.
  - Written version on dt.11.09.2025.
- The Respondent also agreed to the abnormal billing from Feb'2011 to Aug'2025 and revision of bills.
- However, 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:

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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President  
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- As per field verification, consumer bearing number 8112-2418-0157 has been in service continuously from Feb'2011 to Aug'2025 without any meter change.
- The adjustment of Rs.29,473.51 made towards meter change during this period is wrong and must be withdrawn.
- The meter bearing Sl. No.8085367 had been installed during Feb'2011 and the current reading is 41435 Kwh as on dt.10.09.2025.
- Therefore, it is decided by the Forum to recast the 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.


- Bills served from Feb'2011 to Aug'2025 are to be revised by taking IMR as "00" (Initial reading of meter) and FMR as "41435" (CMR of Aug'2025).
- 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)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 652<sup>(6)</sup>

Date: 26/09/2025

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.*

