

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

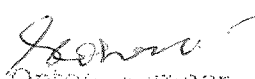
Bench:

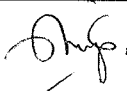
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)


Corum:

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

1	Case No.	RKL/ 533 /2025				
2	Complainant	Name & Address:		Consumer No:		
		L. K. Mishra		8141-2214-0013		
		At- Main Road, PO- Panposh Road, Rourkela, Dist- Sundargarh.		Contact No.: 9861171177		
3	Respondent	Name		Division		
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application		17.10.2025			
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		28.10.2025/06.11.2025/17.11.2025			
9	Date of Order		12.12.2025			
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:			
	Sanghamitra Guru		Er. Sandeep Parida, 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

The present case has been registered in this forum vide case no.533 of 2025. Brief facts pertaining to the case are that the Complainant is Domestic consumer having consumer no.8141-2214-0013 with connected load 5 KW. That the Complainant has raised objection for average billing from Jul'2017 to Jun'2021. He requested revision of bills and mentions about verbal complaints being made to the Respondent earlier on.

Gist of Arguments made by the Parties

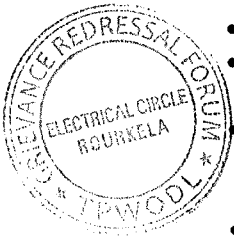
Both parties were present in the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

- The complainant submitted that average bills have been generated from Jul'2017 to Jun'2021 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 case is pertaining to M/S SURUCHI BAKERY bearing cons. No 8140-0111-1070 and L.K. Mishra having cons no 8141-2214-0013 and 8141-2214-0014.
- The 1-ph connections have been availing power supply since 1990.
- The power supply to these 1-ph connections were disconnected in Jul-2017 (based on PVR submitted by ESO Civil Township), but the same could not be affected in billing.
- The same could be affected on 06.08.2022.
- In the same premises another three phase connection with cons no 8140-0111-1070 was provided on 21-Dec-2012.
- Initially the agreement was for 10 KW with Security Deposit amount of Rs 29,246.00 dated 20.10.2012 with MR no A2 57880073. Subsequently the load was enhanced to 27 KW.
- The Security Deposit amount as of now is Rs 81,462.00. No information for further amended agreement for 27 KW could be collected nor any payment details of ASD paid is available.
- As per the instruction of Hon'ble GRF the initial agreement copy of 10 KW was produced. In view of enhanced available Security Deposit amount we can conclude that the load was increased from 10KW to 27KW.
- In view of the above findings the amount billed to both the 1-ph connections 8141-2214-0013 and 8141-2214-0014 from Aug-17 to Aug-21 need to be withdrawn.
- It is pertinent to mention here that Security Adjustment of both the 1-ph consumers have been done and effected in billing
- The Respondent also agreed to the average billing from Jul'2017 to Jun'2021 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.



Konari
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Dr. P.
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Pratap
12-12-2025
President
Grievance Redressal Forum
Electrical Circle, Rourkela

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 Jul'2017 to Jun'2021, average bills have been served with 2533 units per month as the power supply disconnected by the Licensee with due formalities.
- Only the disconnection had not been entered in ledger. License is warned not to make this type of mistake in future.
- In view of the above, the Forum wants to withdraw all bills for the period.

Directions of the forum

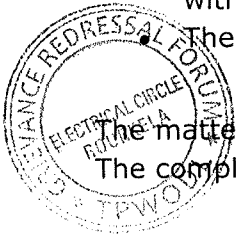
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


- The average bills served from Jul'2017 to Jun'2021 are to be revised by withdrawing all electricity charges.


The complainant is directed to clear all dues upon revision of bills.

The matter is close herewith.

The compliance report is to be submitted on or before dt. **31.01.2026**.




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/ 806⁽⁶⁾

Date: 12/12/2025

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.

