

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

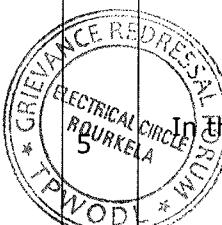
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 541 /2025					
2	Complainant	Name & Address:			Consumer No:		
		Promila Apot At- Komando, PO- Koida, Dist- Sundargarh.			8147-1310-1569		
					Contact No.:		
					9439587502		
3	Respondent	Name			Division		
		SDO-VII, RSED, TPWODL, Rourkela.			RSED, TPWODL, Rourkela.		
4	Date of Application	10.10.2025					
 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) -	<input checked="" type="checkbox"/>					
		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					
9	Date of Order	12.12.2025					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent		Others	
11	Details of Compensation awarded, if any.			Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Promila Apot		Er. Binay Mishra, SDO				

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

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

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

ORDER

Brief Facts of the Case

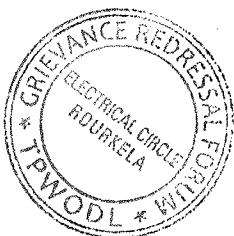
The present case has been registered in this forum vide case no.541 of 2025. Brief facts pertaining to the case are that the Complainant is Domestic consumer having consumer no.8147-1310-1569 with connected load 1.2KW.

That the Complainant has raised objection for abnormal billing during 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 abnormal bill has been generated during 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 Mar'2020 to Sep'2025.
 - Physical Verification Report on dt.14.10.2025.
 - Written version on dt.10.10.2025.
- The Respondent also agreed to the abnormal billing during 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:

- Initial power supply had been given on during Nov'2018 and it is presumed that meter had been installed.
- Unusual actual and provisional bills were served throughout the period which needs recasting.
- The meter bearing Sl. No. 944657 had been installed during Mar'2020 and the current reading is 15671 Kwh as on dt.14.10.2025.
- Therefore, it is decided by the Forum to revise the bills.

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

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

On 12-12-2025
President Page 2 of 3
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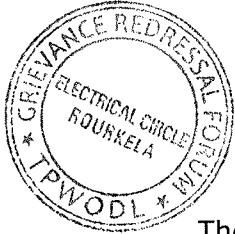
Directions of the Forum

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 bills served from Nov'2018 to Nov'2024 are to be revised by taking IMR as '01' (CMR of Jan'2018) and FMR as '13351' (CMR as Nov'2024).
- 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 is to be submitted on or before dt.**31.01.2026**.



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

No. GRF/RKL/ 796⁽⁶⁾

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.

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

Omprakash
President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 12/12/2025

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.

