

# 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/ 549 /2025   |  |                                     |  |        |  |
| 2  | Complainant                              | Name & Address:  |  | Consumer No:                        |  |        |  |
|  |  | Birosh Kishan<br>At/PO- Jhartarang,<br>Via- Panposh, Dist- Sundargarh. |  | 8130-0103-6249                      |  |        |  |
|  |  |  |  | Contact No.:                        |  |        |  |
|  |  |  |  | 8280453590                          |  |        |  |
| 3  | Respondent                               | Name   |  | Division                            |  |        |  |
|  |  | Executive Engineer, RED, TPWODL, Rajgangpur.                           |  | RED, TPWODL, Rajgangpur.            |  |        |  |
| 4  | Date of Application                      | 24.10.2025   |  |                                     |  |        |  |
| 5<br>ELECTRICAL CIRCLE<br>ROURKELA<br>*TPWODL* | In the matter<br>of-                     | 1. Agreement / Termination   |  | <input checked="" type="checkbox"/> | 2. Billing Disputes                                  | ✓      |  |
|  |  | 3. Classification / Reclassification of Consumers                      |  | <input checked="" type="checkbox"/> | 4. Contract Demand / Connected Load                  | ✗      |  |
|  |  | 5. Disconnection / Reconnection of Supply                              |  | <input checked="" type="checkbox"/> | 6. Installation of Equipment & apparatus of Consumer | ✗      |  |
|  |  | 7. Interruptions   |  | <input checked="" type="checkbox"/> | 8. Metering  | ✗      |  |
|  |  | 9. New Connection  |  | <input checked="" type="checkbox"/> | 10. Quality of Supply & GSOP                         | ✗      |  |
|  |  | 11. Security Deposit / Interest  |  | <input checked="" type="checkbox"/> | 12. Shifting of Service Connection & equipments      | ✗      |  |
|  |  | 13. Transfer of Consumer Ownership                                     |  | <input checked="" type="checkbox"/> | 14. Voltage Fluctuations                             | ✗      |  |
|  |  | 15. Others (Specify) - x   |  |                                     |  |        |  |
|  |  | 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                       | 24.10.2025   |  |                                     |  |        |  |
| 9  | Date of Order                            | 25.11.2025   |  |                                     |  |        |  |
| 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:   |  |                                     |  |        |  |
|  | Babulal Kishan                           | Er. Abinash Rath, SDO  |  |                                     |  |        |  |

Co-Opted Member  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

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## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Kalunga Section Office of Rajgangpur Electrical Sub-Division Kalunga camp on dt.24.10.2025, the complainant appeared before the Forum whereas SDO-Kalunga, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-LI consumer having connected load of 5 KW. That the Complainant has raised objection for provisional billing from Feb'2024 to Sep'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 Feb'2024 to Sep'2024 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 Nov'2022 to Sep'2025.
  - Physical Verification Report on dt.24.10.2025.
  - Written version on dt.24.10.2025.
- The Respondent also agreed to the provisional billing from Feb'2024 to Sep'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:

- From Feb'2024 to Sep'2024, provisional bills have been served with various units per month as the meter reading is not taken properly.
- The date of power supply is dt.18.04.2023 and not utilized.
- The meter bearing Sl. No.10040708 had been installed on dt.18.04.2023 and the current reading is 367 Kwh as on dt.24.10.2025.
- Therefore, it is decided by the Forum to revise the provisional bills.

  
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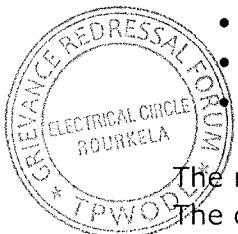
  
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## **Directions of the forum**

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 provisional bills served from Apr'2023 to Sep'2025 are to be revised by taking IMR as "0" (IMR of meter) and FMR as "279" (CMR of Sep'2025).
- Any 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.31.12.2025.

  
**Co-opted Member**  
Grievance Redressal Forum  
Electrical Circle, Rourkela  
No. GRF/RKL/ 741 (6)

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

  
**President**  
Grievance Redressal Forum  
Electrical Circle, Rourkela  
Date: 25/11/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) DGM (Com.), RED, TPWODL, Rajgangpur.
- 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.*

