

# 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/ 566 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Abdul Aziz		8114-2224-0519			
		At/PO- Hamirpur, Nehrupalli,		Contact No.:			
		PO- Sector-19, Via-Koel Nagar, Rourkela, Dist- Sundargarh.		9938124091			
3	Respondent	Name		Division			
4	Date of Application	11.11.2025		RED, TPWODL, Rourkela.			
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						
8	Date(s) of Hearing	11.11.2025		155/157			
9	Date of Order	26.11.2025					
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:				
	Abdul Aziz		Er. Purna Chandra Biswal, SDO				

*[Signature]*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

*[Signature]*  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

During the spot hearing at Koel Nagar Section Office of Rourkela Electrical Division camp on dt.11.11.2025, the complainant appeared before the Forum whereas SDO-IV, RED appeared as Respondent before the Forum.

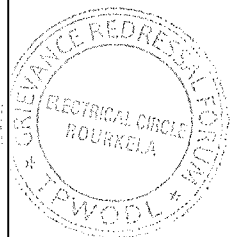
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1 KW. That the Complainant has raised objection for average billing from Sep'2018 to Apr'2019. He requested revision of bills and mentions about verbal complaints being made to the Respondent 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 Sep'2018 to Apr'2019 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:**

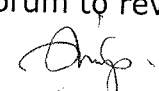
- The Respondent produced the following documents:
  - Billing abstract from Sep'2018 to Sep'2025.
  - Physical Verification Report on dt.11.11.2025.
  - Written version on dt.11.11.2025.
  - Meter change protocol on dt.21.08.2025.
- The Respondent also agreed to the average billing from Sep'2018 to Apr'2019 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 Sep'2018 to Apr'2019, average bills have been served with various units per month though there was no meter.
- The meter bearing Sl. No. WLT186353 had been installed during May'2019 and the current reading is 3123 Kwh as on dt.11.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## Directions of the Forum

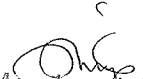
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


- The bills served Sep'2018 to Apr'2019 are to be revised by taking average of six consecutive billings of new meter.
- 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

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

  
**President**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 755 (6)

Date: 26/11/2025

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.*

