

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

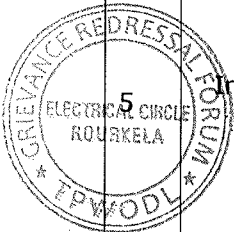
Bench:

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/ 569 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Bharti Nayak		8147-1414-1311	
		At/PO- Poigaon, Khuntgaon, Dist- Sundargarh.		Contact No.: 8018388913	
3	Respondent	Name		Division	
		SDO No-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	12.11.2025			
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				
8	Date(s) of Hearing	12.11.2025			
9	Date of Order	27.11.2025			
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:		
	Arun Chandra Nayak		Er. Binay Mishra, SDO		



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

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

Page 1 of 3
27-11-25
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Mahuldiha Section Office of Rourkela Sadar Electrical Division camp on dt.12.11.2025, the complainant appeared before the Forum whereas SDO-VII, RSED appeared as Respondent before the Forum.

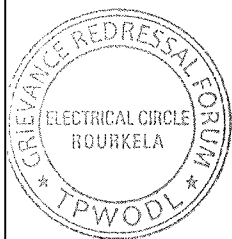
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.5 KW. That the Complainant has raised objection for abnormal actual billing during Feb'2024. He requested revision of bills and mentions about verbal complaints being made to the Respondent 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 actual bills have been generated during Feb'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 May'2019 to Sep'2025.
 - Physical Verification Report on dt.13.11.2025.
 - Written version on dt.13.11.2025.
- The Respondent also agreed to the actual billing during Feb'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:

- During Feb'2024, abnormal actual bill has been served with 599 units per month as the meter is defective.
- The meter bearing Sl. No.916875 had been installed on dt.27.11.2018 and the current reading is 1837 Kwh up to May'2024.
- Current meter is defective and hence needs immediate replacement.
- Therefore, it is decided by the Forum to revise the average bills.

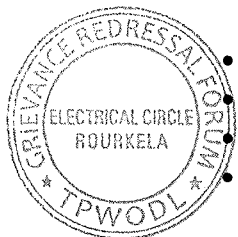
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Co-Opted Member
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 from Aug'2020 to Feb'2024 are to be revised by taking IMR as "213" (CMR of Jul'2020) and FMR as "1799" (CMR of Feb'2024).
- Current meter must be changed immediately and start billing henceforth.
- 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

Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela
No. GRF/RKL/ 764 (6)


Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President

President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 29/11/2025

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.

