

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/ 570 /2025								
2	Complainant	Name & Address:				Consumer No:				
		Prasana Kumar Sethi				8147-1412-1767				
		At/PO- Sadhubahal,				Contact No.:				
		Khuntgaon, Dist- Sundargarh.				9556739667				
3	Respondent	Name				Division				
		SDO No-VII, RSED, TPWODL, Rourkela.				RSED, TPWODL, Rourkela.				
4	Date of Application	12.11.2025								
5 ELECTRICAL CIRCLE ROURKELA TPWODL In the matter of-	1. Agreement / Termination 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes			<input checked="" type="checkbox"/>					
		4. Contract Demand / Connected Load			<input type="checkbox"/>					
		6. Installation of Equipment & apparatus of Consumer			<input type="checkbox"/>					
		8. Metering			<input type="checkbox"/>					
		10. Quality of Supply & GSOP			<input type="checkbox"/>					
		12. Shifting of Service Connection & equipments			<input type="checkbox"/>					
		14. Voltage Fluctuations			<input 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		12.11.2025				
9		Date of Order		27.11.2025						
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:					
		Prasana Kumar Sethi			Er. Binay Mishra, SDO					

Co-Opted Member
 Grievance Redressal Forum
 Electrical Circle, Rourkela

Prasana Kumar Sethi
 Member (Finance)
 Grievance Redressal Forum
 Electrical Circle, Rourkela

Er. Binay Mishra, SDO
 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.

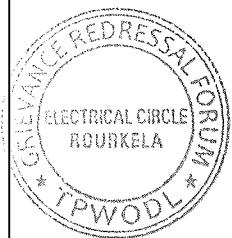
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.02 KW. That the Complainant has raised objection for abnormal actual billing during Jan'2023. He requested revision of bills and mentions about verbal complaints being made to the Respondent 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 Jan'2023 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:

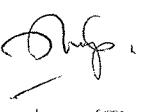
- The Respondent produced the following documents:
 - Billing abstract from Jan'2020 to Sep'2025.
 - Physical Verification Report on dt.13.11.2025.
 - Written version on dt.13.11.2025.
- The Respondent also agreed to the actual billing during Jan'2025 and revision of bills.
- However, the Respondent 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:

- From Dec'2021 to Nov'2022, abnormal actual bill has been served with 599 units per month as the meter reading not taken correctly.
- The meter bearing Sl. No. LW272784 had been installed on dt.04.09.2020 and the current reading is 8371 Kwh as on dt.13.11.2025.
- Therefore, it is decided by the Forum to revise the bills.

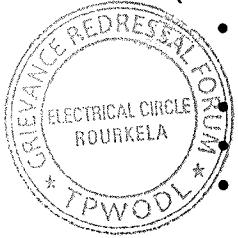

Seoni
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President Page 2 of 3
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.



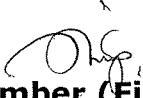
- The bills served from Dec'2020 to Mar'2023 are to be revised by taking IMR as "150" (CMR of Nov'2020) and FMR as "5127" (CMR of Mar'2023). Adjustments made during this period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear 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/ 765⁽⁶⁾


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


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.

