

# 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/ 572 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Namita kujur		8131-1502-4027		
		At/PO- San Nuagaon, Chungimati, Rajgangpur, Dist- Sundargarh.		Contact No.:		
				7505728521		
3	Respondent	Name		Division		
		SDO-I, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	13.11.2025				
5 In the matter of- * TPWODL	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) - x	x 2. Billing Disputes		✓		
		x 4. Contract Demand / Connected Load		✗		
		x 6. Installation of Equipment & apparatus of Consumer		✗		
		x 8. Metering		✗		
		x 10. Quality of Supply & GSOP		✗		
		x 12. Shifting of Service Connection & equipments		✗		
		x 14. Voltage Fluctuations		✗		
		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	13.11.2025		
9	Date of Order	29.11.2025				
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:			
	Sita Kujur		Er. Sanjeev Mohanty, SDO			

*Asok Patra*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

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*Onward 29-11-2025*  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

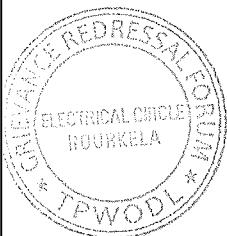
During the spot hearing at Kansbahal Section Office of Rajgangpur Electrical Sub-Division No-I camp on dt.13.11.2025, the complainant appeared before the Forum whereas SDO-I, Rajgangpur, RED, Rajgangpur appeared as respondent before the Forum.

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 Feb'2018 to May'2025. 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 from Feb'2018 to May'2025 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 May'2025 to Oct'2025.
  - Physical Verification Report on dt.15.11.2025.
  - Written version on dt.15.11.2025.
- The Respondent also agreed to the average billing from Feb'2018 to May'2025 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

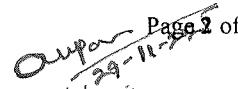
### **Findings of the Forum**

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'2018 to May'2025, average bills have been served with various units per month as the meter is defective.
- Power supply was supplied on dt.16.12.2018 but bill was not generated. First bill was generated in the month of May 2025 with 5728 units amounting to Rs.21873.00.
- During site verification, it was found that the old meter bearing sl. no.904118 was found defective. A new meter bearing sl.no. TWST15116645 was installed on dt.23.06.2025 and currently there is no display.
- 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  
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Date: 13-11-2025

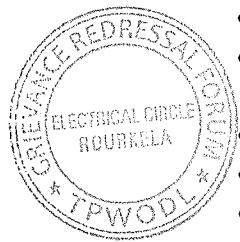
## Directions of the Forum

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.

- A new meter must be installed within seven days.
- The average bills served from Jun'2023 to May'2025 (Two Years) are to be revised by taking average of six consecutive billing 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**

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 773 (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, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.*

