

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

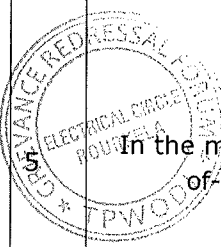
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## Bench:

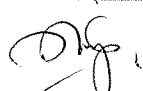
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)


## Corum:

Sri Anil Kumar Patra ... President  
Sri Chitta Ranjan Dash ... Member (Finance)  
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	<b>RKL/ 582 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Bimala Devi		8145-2121-0097			
		At- Back side of Police Station, PO- Panposh, Rourkela, Dist- Sundargarh.		Contact No.: 8144729579			
3	Respondent	Name		Division			
		SDO No-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application		15.11.2025				
	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					
		155/157					
8	Date(s) of Hearing		15.11.2025				
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:				
	Sarathilata Palai		Er. Gaurab Chattopadhyay, SDO				

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

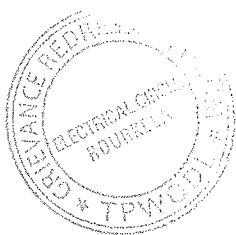
During the spot hearing at Panposh Section Office of Rourkela Sadar Electrical Division camp on dt.15.11.2025, the complainant appeared before the Forum whereas SDO-V, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 2 KW. That the Complainant has raised objection for provisional billing from Mar'2019 to Nov'2020. 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 Mar'2019 to Nov'2020 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 Feb'2001 to Oct'2025.
  - Physical Verification Report on dt.17.11.2025.
  - Written version on dt.17.11.2025.
- The Respondent also agreed to the provisional billing from Mar'2019 to Nov'2020 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 Jan'2001 to Jul'2003, average bills have been served with 288 units.
- From Oct'2014 to Jan'2016, provisional bills have been served with 379 units though meter is running correctly.
- From Mar'2019 to Nov'2020, provisional bills have been served with 459 units as the meter is defective.
- The meter bearing Sl. No. TWST15043485 had been installed on dt.08.04.2025 and the current reading is 1122 Kwh as on dt.17.11.2025.
- Therefore, it is decided by the Forum to revise the bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Financial)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

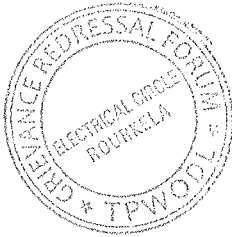

## **Directions of the Forum**

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.

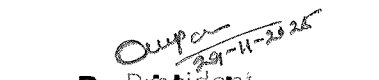
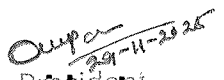
- The bills served from Aug'2001 to Jul'2003 (Two Years) are to be revised by taking average of six consecutive billings of meter 209004862.
- The bills served from Jan'2014 to Feb'2019 are to be revised by taking IMR "12632" (CMR of Dec'2013) and FMR "33314" (CMR of Feb'2019).
- The bills served from Mar'2019 to Nov'2020 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/ 781<sup>(6)</sup>

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.*

