

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

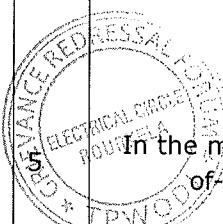
Plot No. UU/9, Civil Township, Rourkela-769004

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

**Bench:**

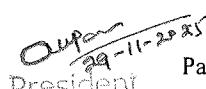
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

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

1	Case No.	RKL/ 582 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Bimala Devi At- Back side of Police Station, PO- Panposh, Rourkela, Dist- Sundargarh.		8145-2121-0097		
				Contact No.:		
				8144729579		
3	Respondent	Name		Division		
		SDO No-V, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application	15.11.2025				
 <i>In the matter of</i> 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) -	2. Billing Disputes		✓		
		4. Contract Demand / Connected Load				
		6. Installation of Equipment & apparatus of Consumer				
		8. Metering				
		10. Quality of Supply & GSOP				
		12. Shifting of Service Connection & equipments				
		14. Voltage Fluctuations				
		6	Section(s) of Electricity Act, 2003 involved		42(5)	
		7	OERC Regulation(s):			
		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	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.

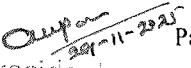
### **Findings of the Forum**

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 (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 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**  
Co-opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

  
**President**  
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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.*

