

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

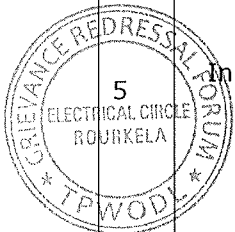
Bench:

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/ 591 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Rani Pathak		8141-2221-0431	
		At/Po-Godhatola, Panposh, Civil Township		Contact No.:	
		Dist- Sundargarh, Pin-769004 (Odisha)		9556289568	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela	
4	Date of Application	20.11.2025			
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	20-11-2025			
9	Date of Order	26-11-2025			
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:		
	Rani Pathak		Er. Sandeep Kumar Parida, SDO		



[Signature]
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Civil Township, Electrical Sub-division camp on dt.20.11.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8141-2221-0431 with connected load of 0.5 Kw. That the Complainant has raised objection for provisional billing from Feb'2020 to Aug'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 provisional/average bills have been generated from Feb'2020 to Aug'2024 due to which high billings have been made and resulted 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 Aug'2019 to Oct'2025.
 - Physical Verification Report on dt.20.11.2025.
 - Written version on dt. 20.11.2025.
- The respondent also agreed to abnormal/provisional/average billing from Feb'2020 to Aug'2024 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 Feb'2020 to Aug'2024, provisional/average bills have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. LW484404 had been installed on dt.15.02.2020 and the current reading is "1994" Kwh as on dt.18.10.2024.
- 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

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 provisional/average bills served from Feb'2020 to Sep'2024 are to be revised by taking IMR as "01" (Initial meter reading) and FMR as "1994" (CMR of Sep'2024).
- 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

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Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 769 (67)

Date: 29/11/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RSED, TPWODL, Rourkela.
- 3) The Manager (Commerce), 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.

