

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

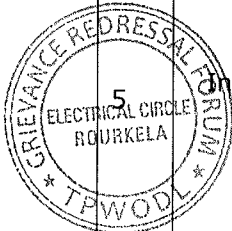
## Bench:

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/ 597 /2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Sanika Kujur		8133-1313-3045	
		At/PO- Kokerama, Birmitrapur, Dist- Sundargarh-770033.		Contact No.: 7326008801	
3	Respondent	Name		Division	
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	21.11.2025			
5	On 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	21.11.2025			
9	Date of Order	17.12.2025			
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:			
	Padmabati Kujur	Er. Ashok Sahoo, 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 Birmitrapur Section Office of Rajgangpur Electrical Division camp on dt.21.11.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having consumer no.8133-1313-3045 with connected load of 1KW. That the Complainant has raised objection for provisional billing from Jul'2011 to Sep'2016. 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 Jul'2011 to Sep'2016 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 Jul'2011 to Oct'2015.
  - Physical Verification Report on dt.25.11.2025.
  - Written version on dt.25.11.2025.
  - Meter Test Report on dt.21.03.2024.
- The Respondent also agreed to the provisional/average billing from Jul'2011 to Sep'2016 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

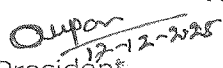
### Findings of the Forum

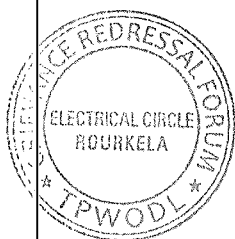
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- From Jun'2011 to Sep'2016, provisional/average bills have been served with various units per month as the meter is defective.
- From Oct'2016 to May'2024, abnormal bills had been served which doesn't fit the consumption pattern of complainant. Later, the meter was tested and found defective. Here, the licensee had recasted bills for the same period which is wrong and illogical and needs proper revision based on new meter average consumption.
- A meter bearing Sl. No. TWST1723692 had been installed on dt.21.06.2024 and the current reading is 799 Kwh as on dt.25.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

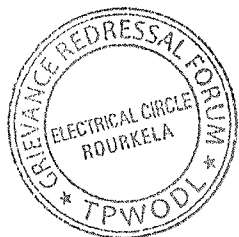
  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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 average bills served from Oct'2014 to Sep'2016 (Two Years) are to be revised by taking average of six consecutive billing of meter TWST1723692.
- The average bills served from Jun'2022 to May'2024 (Two Years) are to be revised by taking average of six consecutive billing of meter TWST1723692.
- 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 is to be submitted on or before dt.**31.01.2026**.

  
**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/ 810<sup>(G)</sup>

Date: 17/12/2025

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

