

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/ 597 /2025						
2	Complainant	Name & Address:		Consumer No:				
		Sanika Kujur		8133-1313-3045				
		At/PO- Kokerama, Birmitrapur,		Contact No.:				
		Dist- Sundargarh-770033.		7326008801				
3	Respondent	Name		Division				
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.				
4	Date of Application	21.11.2025						
5 ELECTRICAL CIRCLE ROURKELA * TPWODL	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	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					

Sahoo
 Co-Opted Member
 Grievance Redressal Forum
 Electrical Circle, Rourkela

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

Ourpan
 17.12.2025 Page 1 of 3
 President
 Grievance Redressal Forum
 Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

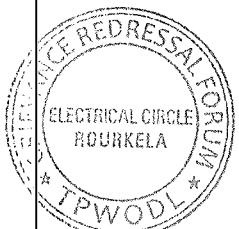
During the spot hearing at Birmitrapur Section Office of Rajgangpur Electrical Division camp on dt.21.11.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

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.

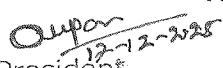
Findings of the Forum

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.


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Grievance Redressal Forum
Electrical Circle, Rourkela

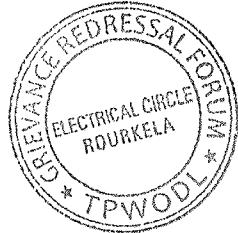

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
12-12-2025
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

No. GRF/RKL/ 810 (G)


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

Date: 17/12/2025


President
Grievance Redressal Forum
Electrical Circle, Rourkela

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.

