

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

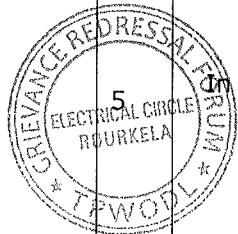
Bench:

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/ 607 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Bhagirathi Hans		8122-2204-0396			
		At/PO- Kurga, Rangadhipa,		Contact No.:			
		Ujalpur, Dist- Sundargarh.		9777177332			
3	Respondent	Name		Division			
		SDO-Ujalpur, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.			
4	Date of Application		26.11.2025				
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		26.11.2025				
9	Date of Order		20.12.2025				
10	Order in favour of		Complainant	✓	Respondent		
11	Details of Compensation awarded, if any.		Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Sunath Hans		Er. Biraj Patel, SDO				



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

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

Anil
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Ujalpur Section Office of Sundargarh Electrical Division camp on dt.26.11.2025, the complainant appeared before the Forum whereas SDO-Ujalpur, SED 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 excess billing had been done. 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 high billings have been made resulting to accumulation of arrears.
- In a single month the total arrear raised to more than one lakh.
- 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.

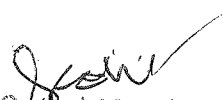
Reply Submission of the Respondent:

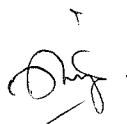
- The Respondent produced the following documents:
 - Billing abstract from Feb'2008 to Oct'2025.
 - Physical Verification Report on dt.28.11.2025.
 - Written version on dt.28.11.2025.
- The Respondent agreed to wrong DPS charged on ASD in May'2025.
- Also, at a time billing of 17286 units had been made in Mar'2024.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

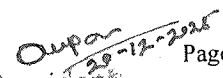
Findings of the Forum

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'2008 to Nov'2017, high-low actual bills had been served though the meter 304810 had been installed from the outset and continued upto Nov'2017. It needs one spreading of consumption.
- Meter bearing number WHL044678 had been installed on dt.28.09.2021 and shown in ledger during Aug'2024. All units of this meter had been shown during Mar'2024 which is a consumption of at least 32 months. This meter reflected in consumer ledger during Aug'2024 and again a new meter replaced during Mar'2025 as it is found defective. This period needs revision from new meter's consumption.


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- For this at a time billing, during financial year 2024-25, high consumption recorded and demanded ASD of Rs.1,04,075.76 and DPS on ASD is charged for Rs.11,555.23 which is completely absurd and must be withdrawn.
- The meter bearing Sl. No. TWST15008978 had been installed on dt.17.03.2025 and the current reading is 1968 Kwh as on dt.28.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.

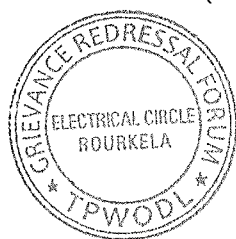
Directions of the Forum

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.

- Bills served from Feb'2008 to Nov'2017 are to be revised by taking IMR as "03" (IMR of meter) and FMR as "11980" (CMR of Nov'2017) .
- Bills served from Aug'2021 to Feb'2025 are to be revised by taking average of six consecutive billing of new meter from Apr'2025 to Sep'2025.
- Amount of Rs.11,555.23 charged as DPS on ASD is to be withdrawn.
- 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/ 832⁽⁶⁾

Member (Finance)
Member (Finance)

Grievance Redressal Forum
Electrical Circle, Rourkela

President
President

Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 20/12/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, SED, TPWODL, Sundargarh.
- 3) Dy. Manager (Com.), SED, TPWODL, Sundargarh.
- 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.

