

# 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/ 610 /2025</b>					
2	Complainant	Name & Address:			Consumer No:		
		Sahanaz Khatoon At/PO-Idgapada, Rajgangpur Dist- Sundargarh, Pin-770017 (Odisha)			8131-1203-1040		
					Contact No.:		
					8598919751		
3	Respondent	Name			Division		
		SDO No-I, TPWODL, Rajgangpur			RED, TPWODL, Rajgangpur		
4	Date of Application	27-11-2025					
		1. Agreement / Termination		<input checked="" type="checkbox"/>	2. Billing Disputes	✓	
		3. Classification / Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load	✗	
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	✗	
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering	✗	
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	✗	
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipment	✗	
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations	✗	
		15. Others (Specify) -		<input checked="" type="checkbox"/>			
		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	27-11-2025					
9	Date of Order	12-12-2025					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>
11	Details of Compensation awarded, if any.		Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Md Arif		Er. Sanjeeb Mohanty, 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  
Date: 12-12-2025  
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## **ORDER**

### **Brief Facts of the Case**

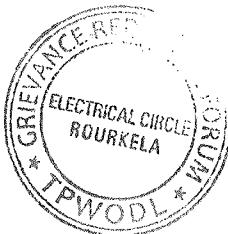
During the spot hearing at Rajgangpur No-I, Electrical Sub-division Camp on dt.27-11-2025, the complainant appeared before the Forum whereas SDO(Electrical) No-I, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8131-1203-0828 with connected load of 2.7 KW. That the Complainant raised objection for average/provisional billing from Jul'2022 to Dec'2023. 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 average/provisional billing from Jul'2022 to Dec'2023 due to which high billings have been done 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 Dec'2021 to Oct'2025.
  - Physical Verification Report on dt.25.11.2025.
  - Written version on dt. 27.11.2025.
- The respondent also agreed to the average/provisional billing from Jul'2022 to Dec'2023 and urged to revision of bills taking twelve months average.
- 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 Jul'2022 to Dec'2023 provisional/average bills have been served with various units per months as the meter is defective.
- A new meter bearing Sl. No. TPWODL1175155 had been installed on dt.06.02.2024 and the CMR is "3732" Kwh as on dt.25.11.2025.
- Bill served during Jan'2024 on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

*[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

## 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 Jul'2022 to Jan'2024 are to be revised by taking average of six consecutive billing from Feb'2024 to Jan'2025.
- 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**

Grievance Redressal Forum  
Electrical Circle

  
**Member (Finance)**

Grievance Redressal Forum  
Electrical Circle, Rourkela

  
**President**

Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 802 (6)

Date: 12/12/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) Dy. General Manager (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: Bhoiinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.*

