

# 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/ 618 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Basant Sekhar Deo		8121-2308-0030			
		At- Amasranga, PO- Majhapada,		Contact No.:			
		Dharuadihi, Dist- Sundargarh.		7978316605			
3	Respondent	Name		Division			
		SDO-Sundargarh, SED, TPWODL, Sundargarh.		SED, TPWODL, Sundargarh.			
4	Date of Application	05.12.2025					
 <b>In the matter of-</b>	1. Agreement / Termination		2. Billing Disputes	<input checked="" type="checkbox"/>			
	3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	<input type="checkbox"/>			
	5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	<input type="checkbox"/>			
	7. Interruptions		8. Metering	<input type="checkbox"/>			
	9. New Connection		10. Quality of Supply & GSOP	<input type="checkbox"/>			
	11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	<input type="checkbox"/>			
	13. Transfer of Consumer Ownership		14. Voltage Fluctuations	<input type="checkbox"/>			
	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	05.12.2025					
9	Date of Order	29.12.2025					
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:				
	Ranjan Sekhar Deo		Er. Atman Mishra, 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

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## **ORDER**

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

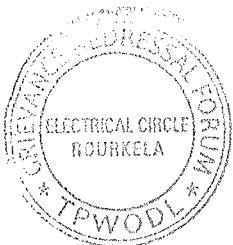
During the spot hearing at Majhapada Section Office of Sundargarh Electrical Division camp on dt.05.12.2025, the complainant appeared before the Forum whereas SDO-Sundargarh, SED appeared as Respondent before the Forum.

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 provisional/average billing from Oct'2013 to Oct'2020. 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 Oct'2013 to Oct'2020 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.

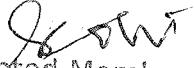
#### **Reply Submission of the Respondent:**

- The Respondent produced the following documents:
  - Billing abstract from Apr'2012 to Nov'2025.
  - Physical Verification Report on dt.05.12.2025.
  - Written version on dt.05.12.2025.
- The Respondent also agreed to the provisional/average billing from Oct'2013 to Oct'2020 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 Oct'2013 to Oct'2020, provisional/average bills have been served with various units as there was no power supply.
- The meter bearing Sl. No. LW298284 had been installed on dt.22.11.2020 and the current reading is 6256 Kwh as on dt.05.12.2025.
- Therefore, it is decided by the Forum to revise the average bills.

  
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Grievance Redressal Forum  
Electrical Circle, Rourkela

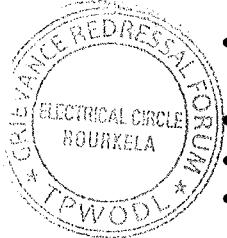
  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
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 Oct'2013 to Oct'2020 are to be revised by withdrawing all electricity charges except fixed charges.
- The bills served from Nov'2020 to May'2025 are to be revised by taking IMR as "00" (IMR of meter) and FMR as "5671" (CMR of May'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**  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 840<sup>(6)</sup>

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

  
**President**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 29/12/2025

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

