

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

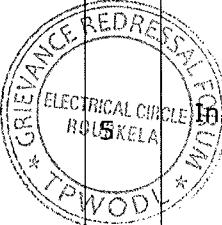
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

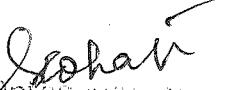
**Bench:**

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/ 620 /2025</b>   |  |  |                          |  |  |
| 2   | Complainant  | Name & Address:   |  |  | Consumer No:             |  |  |
|   |  | Prashanna Pattnaik  |  |  | 8121-2305-0563           |  |  |
|   |  | At/PO- Dharuadihi,<br>Via- GP Ladhimarg,<br>Dist- Sundargarh. |  |  | Contact No.:             |  |  |
|   |  |   |  |  | 9583178560               |  |  |
| 3   | Respondent   | Name  |  |  | Division                 |  |  |
|   |  | SDO-Sundargarh, SED, TPWODL, Sundargarh.                      |  |  | SED, TPWODL, Sundargarh. |  |  |
| 4   | Date of Application  | 05.12.2025  |  |  |                          |  |  |
| <br><b>In the matter of</b> | 1. Agreement / Termination<br>3. Classification / Reclassification of Consumers<br>5. Disconnection / Reconnection of Supply<br>7. Interruptions<br>9. New Connection<br>11. Security Deposit / Interest<br>13. Transfer of Consumer Ownership<br>15. Others (Specify) - | 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   | 05.12.2025  |  |  |                          |  |  |
| 9   | Date of Order  | 29.12.2025  |  |  |                          |  |  |
| 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:                                  |  |  |                          |  |  |
|   | Ashok Pattnaik   | 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

## **ORDER**

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

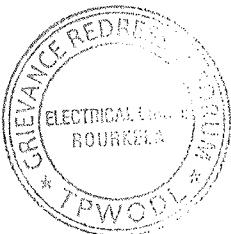
During the spot hearing at Majhapada Section Office of Sundargarh Electrical Division camp on dt.05.12.2025, the complainant appeared before the Forum whereas SDO-Sundargarh, SED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.29 KW. That the Complainant has raised objection for accumulated billing during Nov'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 accumulated bills have been generated during Nov'2023 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.

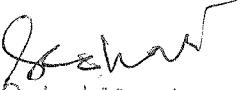
#### **Reply Submission of the Respondent:**

- The Respondent produced the following documents:
  - Billing abstract from Sep'2010 to Nov'2025.
  - Physical Verification Report on dt.05.12.2025.
  - Written version on dt.05.12.2025.
- The Respondent also agreed to the accumulated billing during Nov'2023 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:

- During Nov'2023, accumulated bill has been served with 3006 units though the meter installed during Nov'2021.
- The meter bearing Sl. No. WHL048407 had been installed on dt.10.12.2021 and the current reading is 5299 Kwh up to Jan'2025.
- Therefore, it is decided by the Forum to revise the average bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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Electrical Circle, Rourkela

  
President  
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Electrical Circle, Rourkela

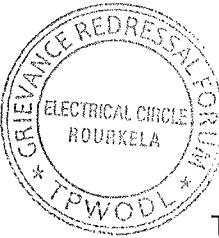
## **Directions of the Forum**

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 Nov'2021 to Nov'2023 are to be revised by taking IMR as "00" (IMR of meter) and FMR as "2994" (CMR of Nov'2023).
- 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, Rourkela

No. GRF/RKL/ 842<sup>(6)</sup>

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

