

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

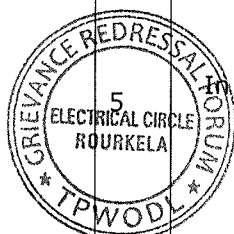
## Bench:

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/ 627 /2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Lokanath Barik		8147-1416-0472	
		At-Nagaria, PO- Phuljhar, Bonai, Dist- Sundargarh.		Contact No.: 9438572478	
3	Respondent	Name		Division	
		SDO No-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	09.12.2025			
5	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	09.12.2025			
9	Date of Order	20.12.2025			
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:			
	Lokanath Barik	Er. Binay Mishra, SDO			



*Sri Anil Kumar Patra*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Sri Chitta Ranjan Dash*  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Sri Girish Chandra Mohapatra*  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

During the spot hearing at SDO-VII office of Rourkela Sadar Electrical Division camp on dt.09.12.2025, the complainant appeared before the Forum whereas SDO-VII, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having con. No.8147-1416-0472 with connected load of 0.01 KW. That the Complainant has raised objection for meter defective periods billing from Jun'2023 to Feb'2025. 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 meter defective periods bills have been generated from Jun'2023 to Feb'2025 due to which high billings have been made resulting in 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 Jun'2023 to Feb'2025.
  - Physical Verification Report on dt.13.12.2025.
  - Written version on dt.13.12.2025.
  - Meter testing Report on dt.01.03.2025.
- The Respondent also agreed to the meter defective periods billing from Jun'2023 to Feb'2025 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

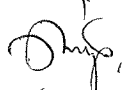
### **Findings of the Forum**

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'2023 to Feb'2025, meter defective periods bill has been served with 1696 units per month as the meter is defective.
- The meter bearing Sl. No. TBW350257 had been installed during Mar'2025 and the current reading is 2045 Kwh as on dt.13.12.2025.
- Bill served during Mar'2025 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

  
Co-Opted Member

Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)

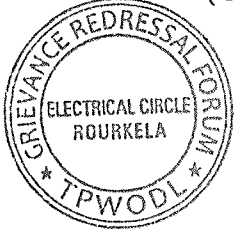
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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 Jun'2023 to Mar'2025 are to be revised by taking average of six consecutive billings of new meter.
- 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

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

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

No. GRF/RKL/ 824<sup>(6)</sup>

Date: 20/12/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RSED, TPWODL, Rourkela.
- 3) Manager (Com.), RSED, TPWODL, Rourkela.
- 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.*

