

# 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/ 630 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Sukha Deo		8113-2320-0215			
		At- Gopabandhupalli, Ward No.13,		Contact No.:			
		Madhusudanpalli, PO- Rourkela, Dist- Sundargarh.		9861321745			
3	Respondent	Name		Division			
		SDO No-III, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.			
4	Date of Application	11.12.2025					
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	11.12.2025					
9	Date of Order	24.12.2025					
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:				
	Vikas Paswan		Er. Rajat Mohanty, 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-III Office of Rourkela Electrical Division camp on dt.11.12.2025, the complainant appeared before the Forum whereas SDO-III, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having con. No.8113-2320-0215 having connected load of 0.5Kw. That the Complainant has raised objection for provisional billing from Jul'2022 to Feb'2024. 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 bills have been generated from Jul'2022 to Feb'2024 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:**

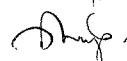
- The Respondent produced the following documents:
  - Billing abstract from Jan'2012 to Nov'2025.
  - Physical Verification Report on dt.12.12.2025.
  - Written version on dt.15.12.2025.
  - Disconnection period certified by Ex-Councilor.
- The Respondent also agreed to the provisional billing from Jul'2022 to Feb'2024 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

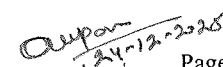
### **Findings of the Forum**

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 Jul'2022 to Feb'2024, provisional bills have been served with various units per month as there was no power supply which the Ex-Councilor agreed as the same was demolished by Government for road widening.
- The meter change assessment done during Jun'2025 for Rs.25,377.50 must be withdrawn as there was no supply and wrong billing was continuing.
- The meter bearing Sl. No. TWST1706440 had been installed during Jan'2024 and the current reading is 3066.9 Kwh as on dt.12.12.2025.
- Therefore, it is decided by the Forum to revise the 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 meter change assessment served during Jun'2025 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**

Grievance Redressal Forum  
Electrical Circle, Rourkela

**Member (Finance)**

Grievance Redressal Forum  
Electrical Circle, Rourkela

**President**

Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 835<sup>(6)</sup>

Date: 24/12/2025

Certified Copy to:

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

