

# 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/ 636 /2025</b>						
2	Complainant	Name & Address:			Consumer No:			
		Basanta Kumar Rout			8141-2222-0092			
		(For Snehalata Nath)			Contact No.:			
		At/PO- FCI Basti, Panposh, Rourkela, Dist- Sundargarh.			9861191453			
3	Respondent	Name			Division			
		SDO No-I, RSED, TPWODL, Rourkela.			RSED, TPWODL, Rourkela.			
4	Date of Application	15.12.2025						
5 ELECTRICAL CIRCLE ROURKELA * TPWODL *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	15.12.2025						
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:					
	Basanta Kumar Rout		Er. Sandeep Parida, SDO					

*Snehalata*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

*20-12-2025*  
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President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

During the spot hearing at Sub-Division-I Office of Rourkela Sadar Electrical Division camp on dt.15.12.2025, the complainant appeared before the Forum whereas SDO-I, RSED appeared as Respondent before the Forum.

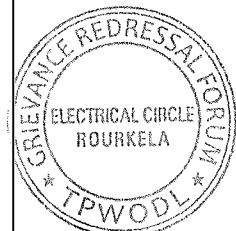
Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having connected load of 1 KW. That the Complainant has raised objection for abnormal billing from Feb'2001 to Nov'2022. He requested revision of bills and mentions about verbal complaints being made to the Respondent earlier 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 Feb'2001 to Nov'2022 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 Feb'2001 to Nov'2022.
  - Physical Verification Report on dt.16.12.2025.
  - Written version on dt.16.12.2025.
- The Respondent also agreed to the provisional/average billing from Feb'2001 to Nov'2022 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 Jan'2001 to Dec'2002 and Mar'2015 to Feb'2016, provisional/average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. WCS36639 had been installed during Mar'2016 and the current reading is 2196 Kwh up to Aug'2022.
- Bill served during Mar'2016 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

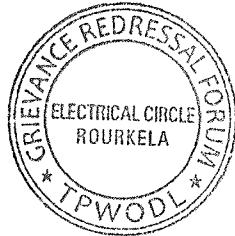
President

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## **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 Jan'2001 to Dec'2022 are to be revised by taking IMR as '4015' (IMR of Jan'2001) and FMR as '4107' (CMR of Dec'2002).
- The bills served from Mar'2015 to Mar'2016 are to be revised by taking average of six consecutive billing of meter WCS36639.
- 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**.

*Sehaji*  
**Co-opted Member**  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

*Copy on  
20-12-2025*  
**President**  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 830 (6)

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.*

