

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

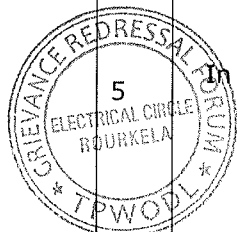
Bench:

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.	RKL/ 643 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Rashmita Parida		8112-2123-0363			
		At- Bidyut Colony, PO- Uditnagar, Rourkela, Dist- Sundargarh.		Contact No.: 6370950686			
3	Respondent	Name		Division			
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.			
4	Date of Application	18.12.2025					
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	18.12.2025					
9	Date of Order	03.01.2026					
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:				
	Rasmita Parida		Er. Anamika Bohidar, SDO				



[Signature]
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

[Signature]
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Udit Nagar Section Office of Rourkela Electrical Division camp on dt.18.12.2025, the complainant appeared before the Forum whereas SDO-II, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer No.8112-2123-0363 with connected load of 1 KW. That the Complainant has raised objection for average billing from Aug'2018 to Feb'2019. 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 average bills have been generated from Aug'2018 to Feb'2019 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 Aug'2018 to Sep'2022.
 - Physical Verification Report on dt.20.12.2025.
 - Written version on dt.20.12.2025.
 - Smart meter Installation Protocol sheet on dt.13.12.2025.
- The Respondent also agreed to the average billing from Aug'2018 to Feb'2019 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

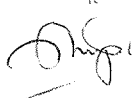
Findings of the Forum

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 Aug'2018 to Feb'2019, average bills have been served with 400 units per month as the meter is defective.
- Meter bearing number WLT186161 had been installed during Mar'2019 and the FMR is 312 Kwh as on dt.13.12.2025, but in FG the FMR is 350 Kwh.
- The meter bearing Sl. No. TWSP51339551 had been installed on dt.13.12.2025 and the current reading is 31 Kwh as on dt.20.12.2025.
- Therefore, it is decided by the Forum to revise the average bills.



Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela



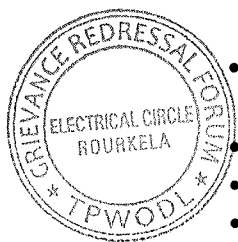
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela



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.

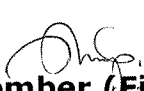



- The bills served from Aug'2018 to Feb'2019 are to be revised by taking average of six consecutive billings from Oct'2020 to Mar'2021.
- Bills served from May'2019 to Jul'2021 are to be revised by taking IMR as "10" (CMR of Apr'2019) and FMR as "312" (CMR of Jul'2021).
- Adjustments made during this 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. **28.02.2026**.


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


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


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 1⁽⁶⁾

Date: 03/01/2026

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.

