

# 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)

**Corum:** Sri Anil Kumar Patra ... President  
Sri Chitta Ranjan Dash ... Member (Finance)

1	Case No.	<b>RKL/ 126 /2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Bipin Kishore Xess		8141-2410-0022	
		At-HIG-A/59, Phase-III, Kalinga Vihar P.O-Chhend, Rourkela Dist-Sundargarh, Pin-769015 (Odisha)		Contact No.:  8895094260	
3	Respondent	Name		Division	
		SDO, No-I, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela	
4	Date of Application	21-02-2026			
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	21-02-2026			
9	Date of Order	27-02-2026			
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:			
	Bipin Kishore Xess	Er. Sandeep Kumar Parida, SDO(Elect.)			



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

*Sri Anil Kumar Patra*  
27-02-2026  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

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

During the spot hearing at Civil Township Section Office of RSED, Electrical Division camp on dt.21.02.2026, the complainant appeared before the Forum whereas SDO, No-I, RSED appeared as Respondent before the Forum.

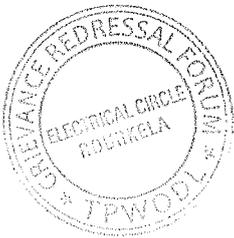
Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer with Consumer Number 8141-2410-0022 having connected load of 4 KW. That the Complainant has raised objection for abnormal billing during Dec'2025. He requested revision of bills and mentions about verbal complaints being 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 provisional/average bills have been generated during Dec'2025 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 Jan'2024 to Jan'2026.
  - Physical Verification Report on dt.23.02.2026.
  - Written version on dt.23.02.2026.
  - Meter test report on dt.27.02.2026.
- The Respondent also agreed to the provisional/average billing during Dec'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:

- During Dec'2025 abnormal actual bills have been served with 1805 units per month as the meter is defective.
- The meter bearing serial number TWSU51045030 had been installed on dt.27-01-2026 and the current reading is "279" Kwh as on dt.23-02-2026.
- Therefore, it is decided by the Forum to revise the abnormal bill.

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

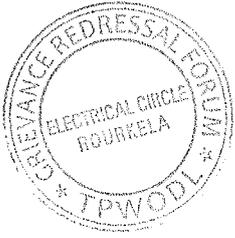
## **Directions of the Forum**

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.

- Bills served from Dec'2025 to Jan'2026 are to be revised by taking average of six consecutive billing 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.**31.08.2026**.



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

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

No. GRF/RKL/ 186<sup>(6)</sup>

Date: 27/02/2026

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.*

