

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

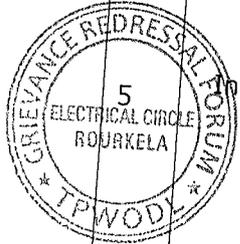
Plot No. UU/9, Civil Township, Rourkela-769004

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/ 026 /2026</b>					
2	Complainant	Name & Address:		Consumer No:			
		Ashok Kumar Koley		8114-2311-0310			
		Qr. No- C/35, At/PO-Koelnagar, Rourkela, Dist- Sundargarh.		Contact No.:			
3	Respondent	Name		9439787521			
		SDO No-IV, RED, TPWODL, Rourkela.		Division			
4	Date of Application	15.01.2026	RED, TPWODL, Rourkela.				
5	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):				
		1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004	Clauses			
			OERC Conduct of Business) Regulations,2004				
			Odisha Grid Code (OGC) Regulation,2006				
			OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
			Others-OERC Distribution (Conditions of Supply) code, 2019	155/157			
8	Date(s) of Hearing	15.01.2026					
9	Date of Order	31.01.2026					
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:					
	Group Kumar Koley	Er. Purna Chandra Biswal, SDO					



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

*[Signature]*  
31-01-2026  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## ORDER

### Brief Facts of the Case

During the spot hearing at Jhirpani Section Office of Rourkela Electrical Division camp on dt.15.01.2026, the complainant appeared before the Forum whereas SDO-IV, RED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8114-2311-0310 having connected load of 1.5 KW. That the Complainant has raised objection for provisional/average billing from Jan'2025 to 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 abnormal bills have been generated from Jan'2025 to 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'2025 to Dec'2025.
  - Physical Verification Report on dt.21.01.2026.
  - Written version on dt.21.01.2026.
  - Meter test report on dt.18.07.2025.
- The Respondent also agreed to the abnormal billing from Jan'2025 to 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:

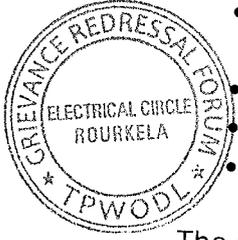
- From Jan'2025 to Jun'2025 abnormal/actual bills had been served with various units per month as the meter is defective.
- The meter bearing serial number TWSP51285805 had been installed on dt.24.07.2025 and the current reading is 420 Kwh as on dt.21.01.2026.
- Bill served during Jul'2025 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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.



- Bill served from Jan'2025 to Jul'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. **28.02.2026**.

  
**Member (Finance)**

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 64(6)

  
**President**

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 31/01/2026

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.*

