

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

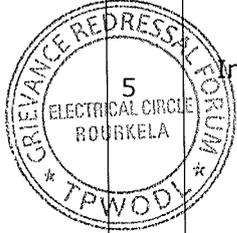
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 028 /2026				
2	Complainant	Name & Address:		Consumer No:		
		Risha Khadia		8114-2319-0047		
		At/PO-Jhirpani, Koelnagar, Rourkela, Dist- Sundargarh.		Contact No.: 9938977249		
3	Respondent	Name		Division		
		SDO No-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	15.01.2026				
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	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:				
	Risha Khadia	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.

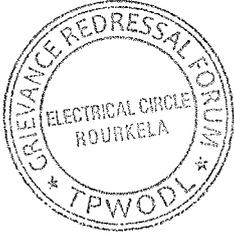
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8114-2319-0047 having connected load of 0.1 KW. That the Complainant has raised objection for provisional/average billing from Jan'2015 to Oct'2020. He requested revision of bills and mentions 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 Jan'2015 to Oct'2020 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'2013 to Dec'2025.
 - Physical Verification Report on dt.21.01.2026.
 - Written version on dt.21.01.2026.
- The Respondent also agreed to the provisional/average billing from Jan'2015 to Oct'2020 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'2015 to Oct'2020 provisional/average bill had been served with 144/108/35 units per month as the meter is defective.
- During Dec'2001, abnormal/actual bill had been served with 3188 units though the meter bearing serial no.1471776 was advancing correctly.
- The meter bearing serial number 300051947 had been installed on dt.07.12.2022 and the current reading is 5223 Kwh as on dt.21.01.2026.
- 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

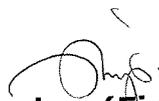
Directions of the Forum

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 Jun'2016 to May'2018 (2 Years) are to be revised by taking average of six consecutive billings from Dec'2022 to May'2023.
- Bill served from Sep'2001 to Feb'2012 are to be revised by taking IMR as "1923" (CMR of Aug'2001) and FMR as "9999" (CMR of Feb'2012) with one round complete in Feb'2007.
- 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/ 66⁽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.

