

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/ 003 /2026				
2	Complainant	Name & Address:		Consumer No:		
		Akshaya Kumar Behura		8141-2410-0256		
		Plot No.HIG-B/65, Phase-III,		Contact No.:		
		At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh.		9777882593		
3	Respondent	Name		Division		
		SDO No-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application	05.01.2026				
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					
8	Date(s) of Hearing	05.01.2026				
9	Date of Order	20-01-2026				
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:			
	Akshaya Kumar Behura		Er. Sandeep Parida, SDO			

Co-Opted Member
Grievance Redressal Forum

Member (Finance)
Grievance Redressal Forum

President
Grievance Redressal Forum

ORDER

Brief Facts of the Case

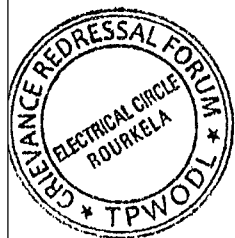
During the spot hearing at Kalinga Vihar Section Office of Rourkela Sadar Electrical Division camp on dt.05.01.2026, the complainant appeared before the Forum whereas SDO-I, RSED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8141-2410-0256 having connected load of 4 KW. That the Complainant has raised objection for abnormal billing during Jun'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 during Jun'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'2023 to Dec'2025.
 - Physical Verification Report on dt.06.01.2026.
 - Written version on dt.06.01.2026.
 - Meter testing report on dt.17.07.2026.
- The Respondent also agreed to the abnormal billing during Jun'2025 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

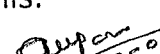
Findings of the Forum

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 Oct'2015, abnormal and wrong actual bill had been served with 1647 units and the meter found defective and replaced.
- The meter bearing serial number TWST15073541 had been installed on dt.19.07.2025 and the current reading is 2118 Kwh as on dt.06.01.2026.
- Therefore, it is decided by the Forum to revise the average bills.


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Grievance Redressal Forum


Member (Finance)
Grievance Redressal Forum


President
Grievance Redressal Forum

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 bill served during Jun'2025 is to be revised by taking average of six consecutive billings of meter.

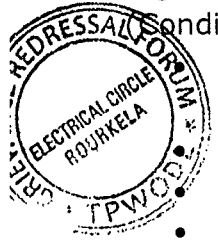
Adjustments made during this period are also to be taken into consideration.

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**



Co-opted Member

Grievance Redressal Forum
Electrical Circle, Rourkela

Member (Finance)

Grievance Redressal Forum
Electrical Circle, Rourkela

President

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 23⁽⁶⁾

Date: 20/01/2026

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.

