

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

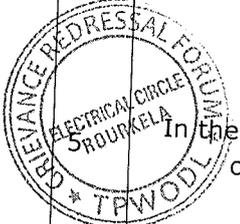
Bench:

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/ 038 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Rohit Kumar Pathak		8112-2111-0165		
		Near Jagannath Mandir,		Contact No.:		
		PO- Uditnagar, Rourkela, Dist- Sundargarh.		7008970816		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	17.01.2026				
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>		
		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):			Cluses
			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	28.01.2026				
9	Date of Order	31.01.2026				
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent		
11	Details of Compensation awarded, if any.			Others		
	Nil					
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Rohit Pathak		Er. Anamika Bohidar, SDO			



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

(Signature)
 President
 Grievance Redressal Forum
 Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide case no.38 of 2026. Brief facts pertaining to the case are that the Complainant is a domestic consumer having consumer no.8112-2111-0165 with connected load 4.5 KW. That the Complainant has raised objection for average billing from Nov'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 average bills have been generated from Nov'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 Sep'2015 to Dec'2025.
 - Physical Verification Report on dt.30.01.2026.
 - Written version on dt.30.01.2026.
- The Respondent also agreed to the average billing from Nov'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 Nov'2025 to Dec'2025 average bill had been served with various units per month as the meter is defective.
- The meter bearing serial number TWSU51048292 had been installed on dt.16.01.2026 and the current reading is 46 Kwh as on dt.30.01.2026.
- The Respondent is instructed to do the needful at their end.
- Therefore, it is decided by the Forum to reject the case.


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 case is dropped off.

The matter is close herewith.


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 67 (6)


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.

