

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

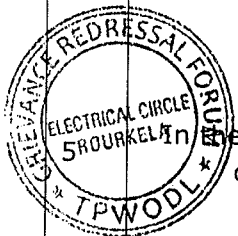
Bench:

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/ 004 / 2026					
2	Complainant	Name & Address:		Consumer No:			
		Renubala Lenka		8141-2410-0878			
		Plot No.L/20, Phase-III,		Contact No.:			
		At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh.		9040425970			
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				155/157	
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:				
	Prabhat Kumar Lenka		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 8141-2410-0878 having connected load of 3 KW. That the Complainant has raised objection for abnormal billing during from Dec'2022 to Nov'2023. 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 Dec'2022 to Nov'2023 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'2022 to Dec'2025.
 - Physical Verification Report on dt.06.01.2026.
 - Written version on dt.06.01.2026.
- The Respondent also agreed to the abnormal billing from Dec'2022 to Nov'2023 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

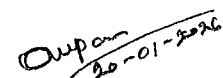
Findings of the Forum

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 Dec'2022 to Oct'2023, actual bill had been served various units per month as the meter is defective. The meter bearing serial number LW174431 had been declared defective while replacing a new meter.
- The meter bearing serial number TWSP51085138 had been installed on dt.28.11.2023 and the current reading is 5465 Kwh as on dt.06.01.2026.
- Bill served during Nov'2023 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.


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Grievance Redressal Forum
Electrical Circle Rourkela


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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 bills served from Dec'2022 to Nov'2023 are to be revised by taking average of six consecutive billings of new meter.

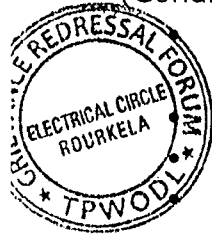
Adjustments made during this period are also to be taken into consideration.

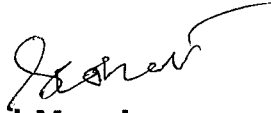
DPS charged on the wrong bills are also to be withdrawn.


The complainant must clear up all dues upon revision of bills.

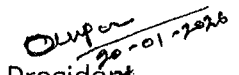
The matter is close herewith.

The compliance report is to be submitted on or before dt.**28.02.2026**




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Electrical Circle, Rourkela


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Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 34⁽⁶⁾

Date: 20/01/2024

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.

