

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/ 477 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Sarita Swain		8113-2113-0422		
		Qr. No. DL-32,		Contact No.:		
		At/PO- Basanti Colony, Rourkela, Dist- Sundargarh.		8260637919		
3	Respondent	Name		Division		
		SDO No-III, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		08.09.2025			
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		08.09.2025			
9	Date of Order		26.09.2025			
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:			
	Sarita Swain		Er. Rajat Mohanty, SDO			

Sri Anil Kumar Patra
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Sri Chitta Ranjan Dash
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Sri Girish Chandra Mohapatra
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

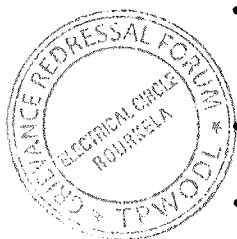
During the spot hearing at Basanti-II Section Office of Rourkela Electrical Division camp on dt.08.09.2025, the complainant appeared before the Forum whereas SDO-III, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having connected load of 0.5 KW. That the Complainant has raised objection for abnormal billing from Apr'2025 to 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 from Apr'2025 to Jun'2025 due to which high billings have been made resulting in 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.

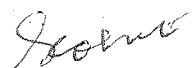
Reply Submission of the Respondent:


- The Respondent produced the following documents:
 - Billing abstract from Nov'2022 to Jul'2025.
 - Physical Verification Report on dt.08.09.2025.
 - Meter testing report on dt.08.09.2025.
- The Respondent also agreed to the abnormal billing from Apr'2025 to 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:

- From Apr'2025 to Jun'2025, abnormal bills have been served with various units per month as the meter is defective.
- Bill served during Jul'2025 is on pro-rata basis and needs revision.
- The meter bearing Sl. No. TWST15132000 had been installed on dt.02.08.2025 and the current reading is 29 Kwh as on dt.08.09.2025.
- Therefore, it is decided by the Forum to revise the average bills.


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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 provisional bills served from Apr'2025 to Jun'2025 are to be revised by taking average of six consecutive billing 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 to be submitted on or before dt. **31.03.2026**.


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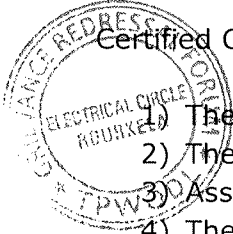

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 649⁽¹⁰⁾

Date: 26/09/2025

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.

