

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

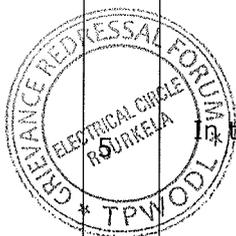
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## 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)

1	Case No.	<b>RKL/ 49 / 2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Santosh Mahanta		8110-0110-0013	
		Secretary Mahalaxmi Pani Panchayat At/PO- Kuleibahal, Bondamunda, Rourkela, Dist- Sundargarh.		Contact No.: 7008446872	
3	Respondent	Name		Division	
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application	27.01.2026			
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	27.01.2026			
9	Date of Order	21.02.2026			
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:			
	Surendra Mahato	Er. Rajesh Pandey, SDO			



*[Signature]*

Member (Finance)

Grievance Redressal Forum  
Electrical Circle, Rourkela

*[Signature]*

President

Grievance Redressal Forum  
Electrical Circle, Rourkela

## ORDER

### Brief Facts of the Case

During the spot hearing at Bondamunda Section Office of Rourkela Electrical Division camp on dt.27.01.2026, the complainant appeared before the Forum whereas SDO-VI, RED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-LI consumer having Consumer Number 8110-0110-0013 with contract Demand of 10 KW. That the Complainant has raised objection for abnormal billing during Dec'2024. 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 Dec'2024 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 Apr'2021 to Mar'2023.
  - Physical Verification Report on dt.12.02.2026.
  - Written version on dt.13.02.2026.
- The Respondent also agreed to the abnormal billing during Dec'2024 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:

- Either the complainant or the respondent could not submit documents in support of defunct point, like report from Agriculture office.
- The respondent is directed to revise the bills collecting appropriate documents.
- 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 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The case is dropped off.

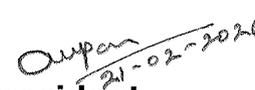
The matter is close herewith.

  
**Member (Finance)**

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/

93<sup>(6)</sup>

  
**President**

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 21/02/2026

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.*

