

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/ 624 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Budhadeb Pradhan		8140-0103-0281			
		At- Ruguda (5), PO- Mahuldiha, Bonaigarh, Dist- Sundargarh.		Contact No.: 8260520968			
3	Respondent	Name		Division			
		Executive Engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application		09.12.2025				
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		12.12.2025				
9	Date of Order		20.12.2025				
10	Order in favour of		Complainant	✓	Respondent		
11	Details of Compensation awarded, if any.		Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Himadri Pradhan		Sri Prashant Kumar Swain, Managae(Com.)				

Sohar
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

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

Anupam Page 1 of 3
20-12-2025
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.624 of 2025. Brief facts pertaining to the case are that the Complainant is LI consumer having consumer no.8140-0103-0281 with connected load of 2.5 KW. That the Complainant has raised objection for abnormal billing from Sep'2025 to Nov'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 Sep'2025 to Nov'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:

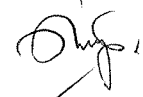
- The Respondent produced the following documents:
 - Billing abstract from Jan'2016 to Oct'2025.
 - Physical Verification Report on dt.09.12.2025.
 - Written version not given.
 - Meter testing report on dt.11.12.2025.
- The Respondent also agreed to the abnormal billing from Aug'2025 to Nov'2025 and 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 Sep'2025 to Nov'2025, abnormal actual bills had been served with various units per month as the meter is defective.
- During inspection we found that the meter is taking 33 amperes current on B-phase without any load consumption on outside.
- Meter bearing SI. No. TWSC59023527 had been installed during May'2025 and the current reading is 10767 Kwh as on dt.09.12.2025.
- New meter bearing SI. No. TWSC59053573 had been installed on dt.09.12.2025.
- Therefore, it is decided by the Forum to revise the average bills.

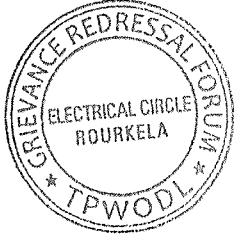

Co-Opted Member..
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
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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 abnormal bills served from Sep'2025 to Nov'2025 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.**31.07.2026**.


Co-opted Member
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Grievance Redressal Forum
Electrical Circle, Rourkela


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


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 822⁽⁶⁾

Date: 20/12/2025

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.

