

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/ 635 /2025								
2	Complainant	Name & Address:				Consumer No:				
		S. P. Digambar Swamy				8141-2413-0222				
		L2/10, At/PO- Kalinga Vihar,				Contact No.:				
		Chhend, Rourkela, Dist- Sundargarh.				9337638850				
3	Respondent	Name				Division				
		SDO No-I, RSED, TPWODL, Rourkela.				RSED, TPWODL, Rourkela.				
4	Date of Application	15.12.2025								
5 ELECTRICAL CIRCLE ROURKELA TPWODL	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	15.12.2025								
9	Date of Order	20-12-2025								
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:							
	S. P. Digambar Swamy		Er. Sandeep Parida, SDO							

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

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

On 20-12-2025
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 President
 Grievance Redressal Forum
 Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Sub-Division-I Office of Rourkela Sadar Electrical Division camp on dt.15.12.2025, the complainant appeared before the Forum whereas SDO-I, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1.5 KW. That the Complainant has raised objection for abnormal billing from Sep'2024 to Oct'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 provisional bills have been generated from Sep'2024 to Oct'2024 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.

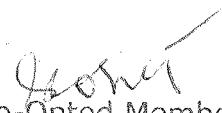
Reply Submission of the Respondent:

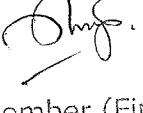
- The Respondent produced the following documents:
 - Billing abstract from Jan'2024 to Oct'2025.
 - Physical Verification Report on dt.08.12.2025.
 - Written version on dt.15.12.2025.
- The Respondent also agreed to the provisional billing from Sep'2024 to Oct'2024 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

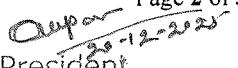
Findings of the Forum

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:

- During Sep'2024, abnormal actual bills have been served with 651 units per month as the meter is defective.
- The meter bearing Sl. No. TWSP51168025 had been installed on dt.11.11.2024 and the current reading is 3342 Kwh as on dt.08.12.2025.
- Bill served during Oct'2024 is on pro-rata basis and needs revision.
- Therefore, it is decided by the Forum to revise the average bills.


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Electrical Circle, Rourkela

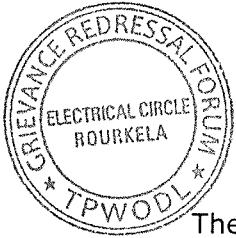

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Electrical Circle, Rourkela


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Date: 20-12-2025
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 Sep'2024 to Oct'2024 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 is to be submitted on or before dt. **31.01.2026**.

[Signature]
Co-opted Member
Co-Opted Member

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 829⁽⁶⁾

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

[Signature]
President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

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.

