

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

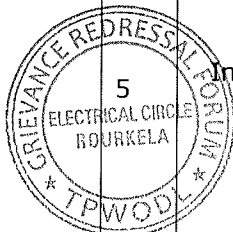
## Bench:

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.	<b>RKL/ 644 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Sashikala Sharma		8112-2217-0310			
		At- Mishra Lane, PO- Daily Market, Rourkela, Dist- Sundargarh.		Contact No.: 9437090144			
3	Respondent	Name		Division			
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.			
4	Date of Application		18.12.2025				
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		18.12.2025				
9	Date of Order		03.01.2026				
10	Order in favour of		Complainant	✓	Respondent		
11	Details of Compensation awarded, if any.		Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:				
	Vinay Kumar Sharma		Er. Anamika Bohidar, SDO				



*[Signature]*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*[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 Udit Nagar Section Office of Rourkela Electrical Division camp on dt.18.12.2025, the complainant appeared before the Forum whereas SDO-II, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer No.8112-2217-0310 with connected load of 3 KW. That the Complainant has raised objection for average billing from Jun'2016 to May'2018. 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 average bills have been generated from Jun'2016 to May'2018 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.

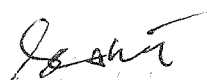
#### **Reply Submission of the Respondent:**

- The Respondent produced the following documents:
  - Billing abstract from Jan'2015 to Nov'2025.
  - Physical Verification Report on dt.20.12.2025.
  - Written version on dt.20.12.2025.
- The Respondent also agreed to the average billing from Jun'2016 to May'2018 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 Feb'2016 to Aug'2021, average bills have been served with various units per month as the meter is defective.
- As there is high fluctuations in consumed units, one year average had been taken to revise the average bills.
- The meter bearing Sl. No. TWSP51212870 had been installed on dt.23.12.2024 and the current reading is 2495 Kwh as on dt.20.12.2025.
- Therefore, it is decided by the Forum to revise the average bills.



Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela



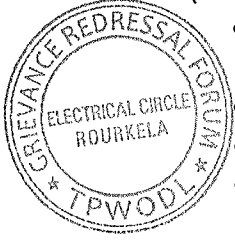
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
3-1-2026

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.





- Bills served from Jun'2016 to May'2018 (02 Years) are to be revised by taking average of six consecutive billings from Jun'2023 to May'2024.
- 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**.

  
**Co-opted Member**  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela  
No. GRF/RKL/ 2<sup>(6)</sup>

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

  
**President**  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 03/01/2026

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.*

