

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/ 659 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Md Arshad		8131-1203-2308		
		At- Idghapada, PO- Rajgangpur, Dist-Sundargarh		Contact No.: 9337541241		
3	Respondent	Name		Division		
		SDO-I, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		20.12.2025			
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		20.12.2025			
9	Date of Order		15.01.2026			
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:			
	Anwari Fatima		Er. Sanjeev Mohanty, SDO			

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

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

Anupam
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at Rajgangpur SDO Office of Rajgangpur Electrical Division camp on dt.20.12.2025, the complainant appeared before the Forum whereas SDO-I, Rajgangpur appeared as Respondent before the Forum.

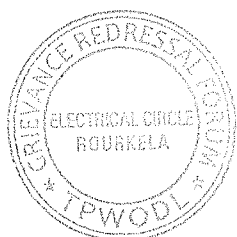
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8131-1203-2308 having connected load of 1 KW. That the Complainant has raised objection for average billing from May'2021 to Jun'2023. He requested revision of bills and mentions about verbal complaints 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 May'2021 to Jun'2023 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 Mar'2021 to Oct'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 May'2021 to Jun'2023 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 Jun'2021 to May'2023, provisional bills have been served with various units per month as the meter is defective.
- Bills from Jun'2021 to May'2023 are disputed due to average bills served due to defective meter. After verification the forum demanded the medical bills of the consumer as the consumer was under treatment at a private hospital at Bhubaneswar. But the consumer was unable to submit the relevant document as proof of his treatment.


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- The respondent is advised to submit proof of treatment at Bhubaneswar.
- The Forum felt the genuineness of the consumer and wants to revise the meter change assessment by taking twelve months average consumption of new meter. First two months' consumption is very high and hence discarded for calculation.
- The meter bearing serial number TW02068155 had been installed on dt.30.06.2023 and the current reading is 4045 Kwh as on dt.20.12.2025.
- Therefore, it is decided by the Forum to revise the bills.

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 Jun'2021 to May'2023 are to be revised by taking average of twelve six consecutive billings from Aug'2023 to Jul'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.

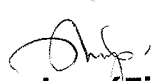
The matter is close herewith.

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/ 24 (6)


Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President

Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 15/01/2026

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) DGM (Com.), RED, TPWODL, Rajgangpur.
- 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.

