

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

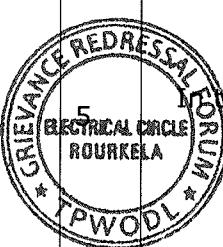
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

**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/ 660 /2025</b>								
2	Complainant	Name & Address:				Consumer No:				
		Kishore Mahanta				8110-0110-0014				
		At/PO- Ganjutola, Badbambua,				Contact No.:				
		Kulenbahal, Bisra, Rourkela, Dist-Sundargarh				8763324120				
3	Respondent	Name				Division				
		Executive Engineer, RED, TPWODL, Rajgangpur.				RED, TPWODL, Rajgangpur.				
4	Date of Application	22.12.2025								
 <p>the matter of</p> <p>5. ELECTRICAL CIRCLE ROURKELA TPWODL</p>		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	22.12.2025								
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:						
	Surendra Mahanta			Er. Rajesh Pandey, SDO						

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## ORDER

### **Brief Facts of the Case**

During the spot hearing at SDO Office of Rourkela Electrical Division camp on dt.22.12.2025, the complainant appeared before the Forum whereas SDO VI, Rourkela appeared as Respondent before the Forum.

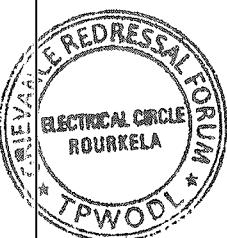
Brief facts pertaining to the case are that the Complainant is an LT-LI consumer with Consumer Number 8110-0110-0114 having connected load of 10 HP. That the Complainant has raised objection for average billing during Feb'2025. He requested revision of bills and mentions about verbal complaints being 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 average bills have been generated during Feb'2025 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.



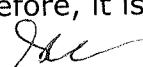
#### **Reply Submission of the Respondent:**

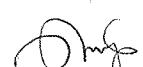
- The Respondent produced the following documents:
  - Billing abstract from Jan'2020 to Oct'2025.
  - Physical Verification Report on dt.23.12.2025.
  - Written version on dt.23.12.2025.
- The Respondent also agreed to the average billing from Sep'2018 to Nov'2022 and revision of bills.
- However, the 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 Feb'2025, average bill had been served with 51333 units per month as the meter found defective.
- The meter bearing serial number TWSC59013381 had been installed during Mar'2025 and the current reading is 7679 Kwh as on dt.23.12.2025.
- Therefore, it is decided by the Forum to revise the average bill.

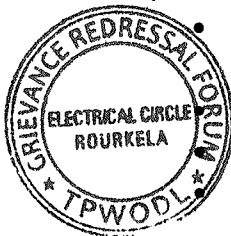
  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.



- The bills served during Feb'2025 is be revised by taking average of six consecutive billings of new meter TWSC59013381.
- Any 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/ 25<sup>(6)</sup>

  
**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, 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.*

