

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

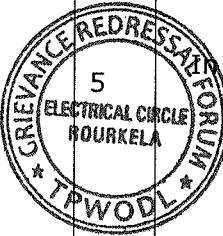
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

**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/ 662 /2025								
2	Complainant	Name & Address:				Consumer No:				
		Nipu Munda				8116-2124-0684				
		At- Jamtoli Basti, Sec-7,				Contact No.:				
		PO- Rourkela, Dist-Sundargarh				8018693432				
3	Respondent	Name				Division				
		SDO-VI, RED, TPWODL, Rajgangpur.				RED, TPWODL, Rajgangpur.				
4	Date of Application	22.12.2025								
 the matter of- 5	1. Agreement / Termination 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	1. Agreement / Termination		2. Billing Disputes		<input checked="" type="checkbox"/>				
		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	<input checked="" type="checkbox"/>	Respondent			Others			
11	Details of Compensation awarded, if any.	Nil								
12	Appeared for the Complainant:	Appeared for the Respondent:								
	Laxmi Munda	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 Page 1 of 3  
Electrical Circle, Rourkela

## ORDER

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

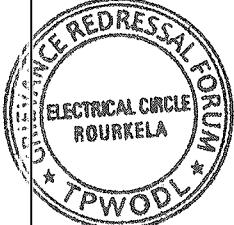
During the spot hearing at SDO Office of Rourkela Electrical Division camp on dt.22.12.2025, the complainant appeared before the Forum whereas SDO VI, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8116-2124-0684 having connected load of 2 KW. That the Complainant has raised objection for abnormal billing from May'2025 to Jun'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 May'2025 to Jun'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'2025 to Oct'2025.
  - Physical Verification Report on dt.22.12.2025.
  - Written version on dt.22.12.2025.
- The Respondent also agreed to the abnormal billing from May'2025 to Jun'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 May'2025 to Jun'2025, abnormal/actual bills have been served with various units per month as the meter is defective.
- The meter bearing serial number TWST15070276 had been installed on dt.11.07.2025 and the current reading is 1017 Kwh as on dt.22.12.2025.
- 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

Out on 15-01-2026  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

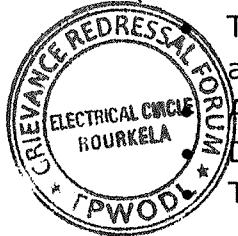
## Directions of the Forum

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.

The bills served from May'2025 to Jun'2025 are to be revised by taking average of six consecutive billings of new meter.

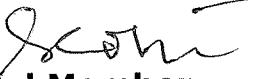
Any adjustments made during this period are also to be taken into consideration. DPS charged on the wrong bills are also to be withdrawn.

The complainant must clear up all dues upon revision of bills.



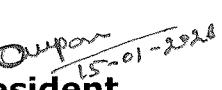
The matter is close herewith.

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/ 27<sup>(6)</sup>

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

  
**President**  
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.*

