

# 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 Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Grish Chandra Mohapatra (Co-opted Member)

## Corum:

Sri Achyutananda Meher	...	President
Sri Chitta Ranjan Dash	...	Member (Finance)

1	Case No.	<b>RKL/ 263 /2025</b>				
2	Complainant	Name & Address:			Consumer No:	
		Laxmi rani Singh			8131-1203-0801	
		At/PO- ESI Colony,			Contact No.:	
		Rajgangpur, Dist- Sundargarh.			Nil	
3	Respondent	Name			Division	
		SDO-I, RED, TPWODL, Rajgangpur.			RED, TPWODL, Rajgangpur.	
4	Date of Application		16.04.2025			
5	In the matter of-	1. Agreement / Termination	x	2. Billing Disputes	√	
		3. Classification / Reclassification of Consumers	x	4. Contract Demand / Connected Load	x	
		5. Disconnection / Reconnection of Supply	x	6. Installation of Equipment & apparatus of Consumer	x	
		7. Interruptions	x	8. Metering	x	
		9. New Connection	x	10. Quality of Supply & GSOP	x	
		11. Security Deposit / Interest	x	12. Shifting of Service Connection & equipments	x	
		13. Transfer of Consumer Ownership	x	14. Voltage Fluctuations	x	
		15. Others (Specify) - x				
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		16.04.2025			
9	Date of Order		30.04.2025			
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:			
	Laxmi Rani Singh		Er. Sanjeev Mohanty, SDO			

## **ORDER**

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

During the spot hearing at SDO-Rajgangpur Office of Rajgangpur Electrical Sub-division camp on dt.16.04.2025, the complainant appeared before the Forum whereas SDO-Rajgangpur-I, RED, Rajgangpur 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 2 KW. That the Complainant has raised objection for abnormal billing raised from Sep'2023 to Mar'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 abnormal bills have been generated from Sep'2023 to Mar'2024 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 Nov'2022 to Mar'2025.
  - Physical Verification Report on dt.16.04.2025.
  - Written version on dt.16.04.2025.
- The Respondent also agreed to the wrong revised billing from Sep'2023 to Mar'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:

- From Sep'2023 to Mar'2024, upward bills have been revised and debited in consumer account when there were no one staying.
- According to the Respondent, it was vacant due to non-occupancy and there were no billings in the same period.
- Therefore, it is decided by the Forum to withdraw revised 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 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The revised bills served from Sep'2023 to Mar'2024 are to be withdrawn except fixed charges.
- Any adjustments made during the revision 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 closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**31.05.2025**.

  
**Co-opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 364<sup>(4)</sup>

Date: 30/04/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) 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.*

