

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 Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 273 /2025				
2	Complainant	Name & Address:		Consumer No:		
		R. K. Rajguru		8114-2218-0154		
		Plot No.D/249,		Contact No.:		
		At/PO- Koelnagar, Rourkela, Dist- Sundargarh.		8984272171		
3	Respondent	Name		Division		
		SDO-IV, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rourkela.		
4	Date of Application		21.04.2025			
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				
8	Date(s) of Hearing		29.04.2025/06.05.2025/19.05.2025/29.05.2025			
9	Date of Order		23.06.2025			
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:			
	Rashmita Rajguru		Er. Subhasis Mohanty, SDO			

ORDER

Brief Facts of the Case

The present case has been registered in this Forum vide Case No. 273 of 2025. Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer No. 8114-2218-0154 with connected load 05 Kw.

That the Complainant has raised objection for bills not considered the generated solar units since he had installed solar plant on dt.25.03.2022. He requested proper billing taking generated solar units into consideration 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 he had not got any solar generation benefits since installation of solar plant during Mar'2022.
- He submitted a consumer energy meter test report on dt.25.03.2022.
- He further submitted that he had made verbal complaint to the Respondent about the erroneous billing not considering solar units.
- He also requested the Forum to revise the bills.

Reply Submission of the Respondent:

The Respondent produced the below information related to above said case.

- The solar line was energized on dt.25.03.2022 with a new bidirectional net meter & generation meter bearing serial no - SS15570127 & SS15874274 respectively. Protocol attached with this mail.
- The bidirectional net meter which was installed on dt.25.03.2022 was not punched in the system & was only reflected on 11.07.23.
- On 21.05.25 the existing bidirectional net meter & generation meter was replaced with smart meter bearing serial no - TWST15043552 & TWST15038912 respectively after instruction from renewable energy cell. The final meter reading of previous net meter was 11793 & 12577.78 reflecting import & export quantum respectively.
- The consumer had not solar benefit since date of supply i.e.dt.25.03.2022.

- The Respondent also agreed to the wrong billing and wants revision of bills.
- However, they 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:

- The respondent had submitted one MRT meter installation report.
- The dump report is available from the date of solarization.
- The respondent is advised to revise the bills by taking the solar generated units and issue correct bills henceforth.
- Therefore, it is decided by the Forum to reject the case.


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 case is dropped off.

The matter is closed herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 512⁽⁴⁾

Date: 26/06/2025

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.

