

# 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.	<b>RKL/ 375 /2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Sama Xalxo		8132-1201-4633		
		At/PO-Patua, Bad Dalki		Contact No.:		
		Dist- Sundargarh, Odisha.		8983756566		
3	Respondent	Name		Division		
		SDO, TPWODL, Kalunga		RED, TPWODL, Rajgangpur		
4	Date of Application		12-06-2025			
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) - 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		12-06-2025			
9	Date of Order		21.06.2025			
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:			
	Sama Xalxo		Er. Abinash Rath, SDO			

## **ORDER**

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

During the spot hearing at Kalunga, Electrical Sub-division camp on dt.12.06.2025, the complainant appeared before the Forum whereas SDO Electrical, Kalunga, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8132-1201-4633 with connected load of 0.50 Kw. That the Complainant has raised objection for provisional billing from Oct'2018 to Jul'2023. He requested to 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 provisional/average bills have been generated from Oct'2018 to Jul'2023 due to which high billings have been done resulted 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 Feb'19 to Apr'2025.
  - Physical Verification Report on dt.12.06.2025.
  - Written version on dt. 12.06.2025.
- The respondent also agreed to abnormal billing during the Oct'2018 to Jul'2023.
- 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 Oct'2018 to Jul'2023 average bills have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. TWB613819 had been installed on dt. 05.01.2024 and the current reading is "146" Kwh as on dt.12.06.2025.
- The above periods have already been revised vide GRF Case no-RKL/404/2024 from Feb'2022 to Jan'2024 and hence rejected.

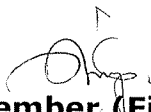
### **Directions of the forum**

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.

The matter is closed herewith.

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 497<sup>(4)</sup>

Date: 23/06/2025

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.*

