

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)

1	Case No.	RKL/ 387 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Sugan Topno		8147-1313-0496		
		At- Toda, Po- Koida, Bonai		Contact No.:		
		Dist- Sundargarh, Odisha.		Nil		
3	Respondent	Name		Division		
		SDO-VII, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela		
4	Date of Application		18.06.2025			
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) -	×			
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		18-06-2025			
9	Date of Order		26.06.2025			
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:			
	Sugan Topno		Er. Anukul Chandra Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at Bonai, Electrical Sub-division camp on dt.18.06.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8147-1313-0496 with connected load of 0.02 Kw. That the Complainant has raised objection for abnormal billing during May'2021. 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 abnormal billing during May'2021 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 Jan'2021 to May'2025.
 - Physical Verification Report on dt.09.02.2025.
 - Written version on dt. 18.06.2025.
- The respondent also agreed to abnormal billing during May'2021 and revision of bill.
- 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:

- Abnormal billing during May'2021 has been served with 3621 units with remarks "round complete".
- From ledger it is understood that the meter had run upto Dec'2023 with meter reading 2300 Kwh after round complete.
- If any documentary evidence is found in support of wrong billing, either parties can appear in future again.
- 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.


Member (Finance)


President

No. GRF/RKL/ 521⁽⁴⁾

Date: 30/06/2025

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.

