

# 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.	<b>RKL/ 413 /2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Sudarsan Kishan		8133-1106-0033		
		At/PO- Ushra, Kuarmunda, Dist- Sundargarh.		Contact No.: 9439879143		
3	Respondent	Name		Division		
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		09.07.2025			
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		09.07.2025			
9	Date of Order		22.07.2025			
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:			
	S. Kishan		Er. Ashok Sahoo, SDO			

## **ORDER**

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

During the spot hearing at SDO-Kuarmunda Office of Rajgangpur Electrical Sub-division camp on dt.09.07.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

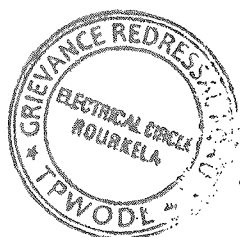
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1 KW. That the Complainant has raised objection for abnormal billing from Jun'2023 to Oct'2023. He requested revision of bills and mentions about verbal complaints being made to the respondent 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 Jun'2023 to Oct'2023 due to which high billings have been made resulting in 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 Mar'2001 to May'2025.
  - Physical Verification Report on dt.09.07.2025.

*[Signature]*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

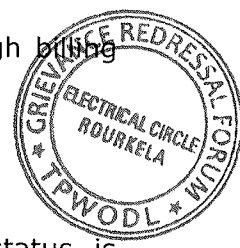
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President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

- Written version on dt.09.07.2025.
- During inspection, it was found that the meter reading jumped in the month of Jun'2023 and the meter was replaced with recording high units.
- The respondent also agreed to the abnormal billing from Jun'2023 to Oct'2023 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 Jun'2023 to Aug'2023, abnormal bills have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. TWSP51078883 had been installed on dt.19.11.2023 and the current reading is 16 Kwh as on dt.09.07.2025.
- Old meter WLT048806 is defective and shown in FG system upon replacement.
- It is very unfortunate that after knowing the meter is defective, a high billing must not be imposed upon the complainant.
- Bill served during Oct'2023 is on pro-rata basis and needs revision.
- Current consumption is very low as on one residing there and status is disconnected now.
- Therefore, it is decided by the Forum to revise the abnormal bills taking old meter meter's healthy consumption.



### **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

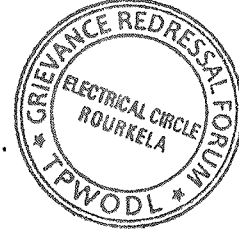
*[Signature]*  
Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

*[Signature]*  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The average bills served from Jun'2023 to Oct'2023 are to be revised by taking average of six consecutive billing from Oct'2020 to Apr'2021.
- 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 all dues upon revision of bills.



The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt. **31.08.2025**.

  
**Co-opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 560<sup>(4)</sup>

Date: 22/07/2025

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.*