

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

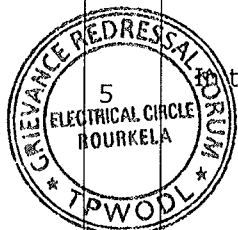
## Bench:

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/ 430 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Kaio Toppo		8132-1102-3756			
		At- Dandiapalli, PO- Jatrutola, Kalunga, Dist- Sundargarh.		Contact No.: 7749972749			
3	Respondent	Name		Division			
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application		14.07.2025				
5	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		14.07.2025				
9	Date of Order		29.07.2025				
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:				
	Kaio Toppo		Er. Abinash Ratha, SDO				



## **ORDER**

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

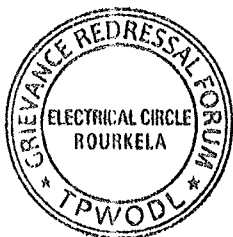
During the spot hearing at SDO-Kalunga Office of Rajgangpur Electrical Sub-division camp on dt.14.07.2025, the complainant appeared before the Forum whereas SDO-Kalunga, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 0.50 KW. That the Complainant has raised objection for average billing from Sep'2018 to Jul'2020. 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:

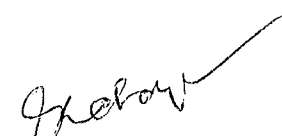
#### **Submission of the Complainant:**

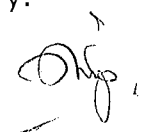


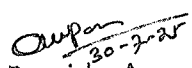
- The complainant submitted that average bills have been generated from Sep'2018 to Jul'2020 due to which high billings have been made resulting to accumulation of arrears.
- He further submitted that he had made verbal complaint to the Respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

#### **Reply Submission of the Respondent:**

- The Respondent produced the following documents:
  - Billing abstract from Sep'2018 to May'2025.
  - Physical Verification Report on dt.20.06.2025.
  - Written version on dt. 14.07.2025.
- The Respondent also agreed to the average billing from Sep'2018 to Jul'2020 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **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'2018 to Jul'2020, average bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. TWB657674 had been installed on dt.03.07.2024 and the current reading is 887 Kwh as on dt.20.06.2025.
- Therefore, it is decided by the Forum to revise the average bills.

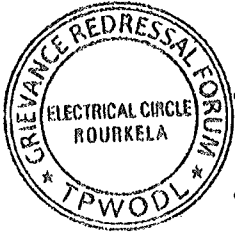
## **Directions of the forum**

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

- The abnormal bills served from Sep'2018 to Aug'2020 (Two Years) are to be revised by taking average of six consecutive billing of meter TWB657674.
- 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 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/ 580<sup>(6)</sup>

Date: 30/08/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) Manager (Com.), RED, TPWODL, Rajgangpur.
- 4) 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.*

