

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

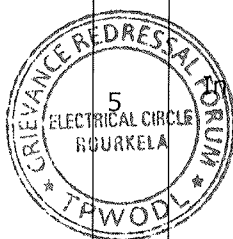
Bench:

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.	RKL/ 454 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Rathu Tete		8133-1312-0430			
		At/PO- Chitapedi, Hatibari,		Contact No.:			
		Kuarmunda, Dist- Sundargarh.		8144895488			
3	Respondent	Name		Division			
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application		07.08.2025				
5	In 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		07.08.2025				
9	Date of Order		25.08.2025				
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:				
	Rathu Tete		Er. Ashok Sahoo, SDO				



Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

During the spot hearing at SDO-Kuarmunda Office of Rajgangpur Electrical Division camp on dt.07.08.2025, 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 0.05 KW. That the Complainant has raised objection for wrong round complete during Sep'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 the wrong bills have been generated during Sep'2020 due to which high billings have been done resulted to accumulation of arrears.
- The complainant had been staying more often outside.
- 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.

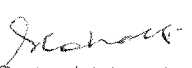
Reply Submission of the Respondent:

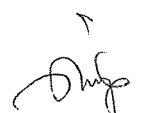
- The respondent produced the following documents:
 - Billing abstract from Dec'2012 to Jul'2025.
 - Physical Verification Report on dt.08.08.2025.
 - Written version on dt.08.08.2025.
- The respondent also agreed to the wrong billing during Sep'2020 and revision of bills.
- However, the respondent requested 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:

- The bills from May'2012 to May'2022 have been billed on provisional and wrong actual basis. For the month of Sep'2020, bill had been served for "7572" units by recording the meter reading as "568" with a wrong remark of "Round Complete". From Oct'2020 onwards almost actual bills have been served with due adjustment of provisional bills.
- As per PVR submitted by respondent, the same meter bearing Sl. No. 68684 is continuing in the premises of the complainant from the date of initial power supply correctly and the current reading is 589 Kwh up to Nov'2022.


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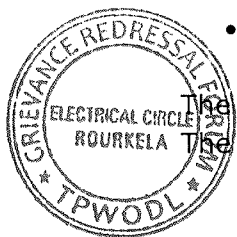

President
Grievance Redressal Forum
Electrical Circle, Rourkela

- Currently the meter is defective and needs to be replaced immediately.
- Therefore, it is decided by the Forum that, the provisional/wrong round billing period bills should be revised.

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 average bills served from May'2012 to Nov'2022 are to be revised by taking IMR as "00" (IMR of meter) and FMR as "589" (CMR of Nov'2022).
- 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. **30.09.2025**.

[Signature]
Co-opted Member

[Signature]
Member (Finance)

[Signature]
President

NO. GRF/RKL/- 615⁽⁶⁾

Date:- 25/08/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) Dy. 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.

