

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

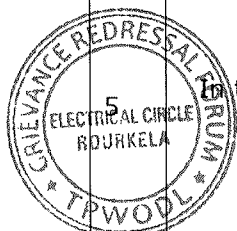
Bench:

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/ 456 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Somra Lugun		8133-1313-0194		
		At- Tersa, PO-Mahulchhapal, Rourkela, Dist- Sundargarh.		Contact No.: 7480932190		
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		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		25.08.2025/11.09.2025			
9	Date of Order		18/09/2025			
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:			
			Er. Ashok Sahoo, SDO			



Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

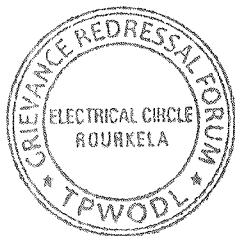
The present case has been registered in this Forum vide Case No.456 of 2025. During hearing, the complainant did not appear before the Forum whereas SDO-Kuarmunda appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the complainant is a Domestic consumer having consumer no.8133-1313-0194 with connected load 0.05 KW. That the Complainant has raised objection for wrong billing from Mar'2024 to Jun'2024. 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'2020 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 May'2012 to Feb'2025.
 - Physical Verification Report on dt.06.08.2025.
 - Meter testing report on dt.06.08.2025.
- The Respondent also agreed to the abnormal billing from Jun'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 Jun'2018 to Jan'2021 have been billed on provisional and wrong actual basis. For the month of Jun'2020, bill had been served for "6573" units by recording the meter reading as "00" with a wrong remark of "Round Complete". From Jul'2020 onwards almost actual bills have been served with due adjustment of provisional bills.

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18-9-25
President

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- As per PVR submitted by respondent, the same meter bearing Sl. No. WESCO9073133 is continuing in the premises of the complainant upto Apr'2022 correctly and the last reading is 4390 Kwh.
- Therefore, it is decided by the Forum that provisional/wrong round billing period bills should be revised.

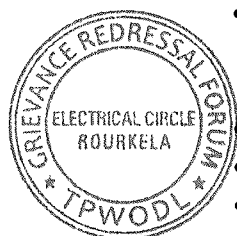
Directions of the forum

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 provisional bills served from Oct'2015 to Feb'2021 are to be revised by taking IMR as '859' (CMR of Sep'2015) and FMR as '4322' (CMR of Feb'2021).
- Adjustments made during this period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear up all dues upon revision of bills.

The matter is closed herewith.

The compliance report is to be submitted on or before dt. **31.10.2025**



[Signature]
Co-opted Member
 Co-Opted Member
 Grievance Redressal Forum
 Electrical Circle, Rourkela
 No. GRF/RKL/ 634 (6)

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

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

Date: 18/09/2025

Certified Copy to:

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

