

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

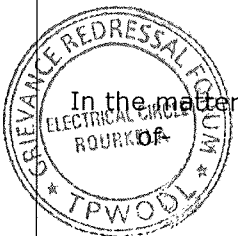
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com


Bench:

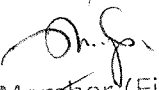
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)


Corum:

Sri Anil Kumar Patra ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted member

1	Case No.	RKL/ 462 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Ashok Tanty		8116-2316-1260			
		At/PO- Ursu, Bisra		Contact No.:			
		Dist- Sundargarh, Odisha-770036		9437355633			
3	Respondent	Name		Division			
		SDO-VI, RED, TPWODL, Rourkela		RED, TPWODL, Rourkela			
4	Date of Application	13.08.2025					
5		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) - 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	13.08.2025					
9	Date of Order	26-08-2025					
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:				
	Ashok Tanty		Er. Rajesh Pandey, 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

During the spot hearing at Bisra, Electrical Section Office camp on dt.13.09.2025, the complainant appeared before the Forum whereas SDO Electrical, RSED, Rourkela appeared as respondent before the Forum.

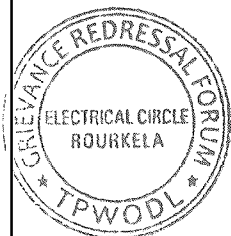
Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having number 8116-2316-1260 with connected load of 1 KW. That the Complainant raised objection for wrong billing during Jun'2025 & wrong CMD enter in the month of Jun'2025. He requested revision of bills and mentions about 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 wrong bill has been generated during the month of Jun'2025 due to wrong CMD enter for 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:

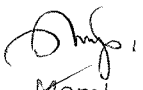
- The respondent produced the following documents:
 - Billing abstract from May'2024 to Jul'2025.
 - Physical Verification Report on dt.13.08.2025.
 - Written version on dt. 13.08.2025.
- The respondent also agreed to abnormal billing during the Jun'2025.
- However, the respondent requested the Forum 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:

- During Jun'2025 and Jul'2025, wrong bill has been served with wrong CMD entered as 65 KVA.
- A new meter bearing Sl. No. TWSP51039921 had been installed on dt. 08.08.2023 and the current reading is "1314" Kwh as on dt.13.08.2025.


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President
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- The details of physical verification report are not filled up properly. The respondent is responsible for this type of negligence. It must be corrected in future.
- The respondent has not submitted written version and is warned to submit written version henceforth neatly.
- 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 bills served from Jun'2025 to Jul'2025 are to be revised by taking load of 1.5 KW.
- 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 up all dues upon revision of bills.


The matter is closed herewith.

The compliance report to be submitted on or before dt.**30.09.2025**.


Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 621(6)


Member (Finance)
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 26/08/2025

Certified Copy to:

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

