

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

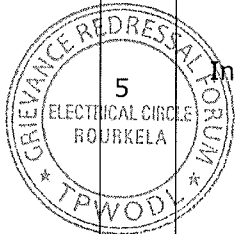
Bench:

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/ 515 /2025					
2	Complainant	Name & Address:		Consumer No:			
		M/s Usha Engineering		8130-0102-0129			
		At/PO- Laing, Kansbahal,		Contact No.:			
		Dist- Sundargarh.		9437040635			
3	Respondent	Name		Division			
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application		08.10.2025				
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		18.10.2025/28.10.2025				
9	Date of Order		27.11.2025				
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:				
	Anupam Ray		Er. Samaresh Pal, Executive Engineer				



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.533 of 2025. Brief facts pertaining to the case are that the Complainant is an HT-GP consumer having Consumer No. 8130-0102-0129 with connected load 180 KW. That the Complainant has raised objection for refund of meter cost deposited on dt.05.10.2018. 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 he had paid meter cost on dt.05.10.2018 and the meter was not installed.
- The cost of meter must be refunded to him.
- 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:

1. M/s Usha Engineering has applied for a load enhancement from 80 KW to 180 KW for the service connection number 813001020129 located at Plot No.2922/P, At-Laing, PO- Kansbahal, PS- Rajgangpur/SNG, District- Sundargarh.
2. Earlier, M/s Usha Engineering had applied for a load enhancement from 50 KW to 80 KW. At that time the estimate for the meter cubicle was provided by us. However, due to the unavailability of the meter cubicle, the consumer was billed under LT metering with meter No. TWSL12000701.
3. The consumer deposited an amount of Rs.75,169/- towards the cost of the meter cubicle in favor of WESCO Utility on dt.05.10.2018 vide receipt No. B4-1611113. The meter (No. TWSL12000701) was installed by us, the cost of which is Rs.14574/-
4. We have informed the consumer that the differential amount will be refunded by the Division office after you submit the required documents and complete the refund process.

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 complainant had deposited the cost of metering cubicle on dt.05.10.2018.
- The Respondent had not installed the meter due to unavailability.
- The respondent had billed under LT metering and meter rent charged.
- Therefore, it has been decided by the Forum to refund the cost of meter.



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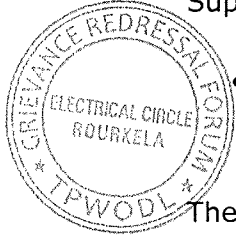
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela



President
Grievance Redressal Forum
Electrical Circle, Rourkela

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

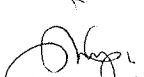



- Cost of meter deposited by the complainant is to be adjusted in bills.

The matter is close herewith.

The compliance report to be submitted on or before dt. **31.12.2025**.


Co-opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela
No. GRF/RKL/


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

Certified Copy to: 760⁽⁶⁾

27.11.2025

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, R. ED, TPWODL, Rajgangpur.
- 3) DGM (Com.), R. ED, 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.

