

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

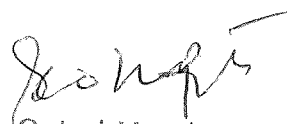
Bench:

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

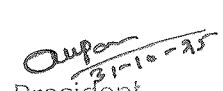
Corum:

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

1	Case No.	RKL/ 530 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Ujin Ekka		8130-0105-1313			
		At/PO- Goriamal,		Contact No.:			
		Rajgangpur, Dist- Sundargarh.		8763802069			
3	Respondent	Name		Division			
		Executive Engineer, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application	15.10.2025					
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	15.10.2025					
9	Date of Order	31.10.2025					
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:					
	Ujin Ekka	Er. Sanjeev Mohanty, 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 Rajgangpur-I Section Office of Rajgangpur Electrical Sub-Division No-I camp on dt.15.10.2025, the complainant appeared before the Forum whereas SDO-I, Rajgangpur, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having connected load of 10 KW. That the Complainant has raised objection for abnormal billing from Jun'2025 to Sep'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 abnormal bills have been generated from Jun'2025 to Sep'2025 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'2024 to Sep'2025.
 - Physical Verification Report on dt.14.10.2025.
 - Written version on dt.14.10.2025.
- The Respondent also agreed to the abnormal billing from Jun'2025 to Sep'2025 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:

- As per the physical verification it was found that the consumer got power supply on dt.10.09.2024 and on dt.20.07.2025 a new smart meter was installed against old defective meter.
- The complainant had paid the cost of old meter in estimate and the meter burnt during guarantee period.
- As the consumer is using his unit in industrial category (rice huller) the tariff may also be changed to SI category.


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- The meter bearing Sl. No. TWSC59038429 had been installed on dt.20.07.2025 and the current reading is 505 Kwh as on dt.14.10.2025.
- Therefore, it is decided by the Forum to revise the average bills.

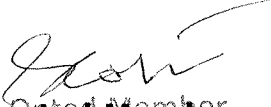
Directions of the Forum

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 bills served from Jun'2025 to Sep'2025 are to be revised by taking all electrical charges except meter rent.
- Category must be changed to Small Industries and bill accordingly henceforth.
- 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.

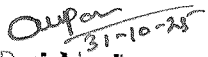
The matter is close herewith.

The compliance report to be submitted on or before dt.**30.11.2025**.


Co-opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 709⁽⁶⁾


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 31/10/2025

Certified Copy to:

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

