

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 Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 54 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Secy Dr. Ambedkar Memorial ITS		8110-0108-0020		
		At/PO- Jagda, Shakti Nagar,		Contact No.:		
		Rourkela, Dist- Sundargarh.		9438424700		
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		28.01.2025			
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		28.01.2025			
9	Date of Order		19.03.2025			
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:			
	Tankadhar Rout		Er. Subhasis Mohanty, SDO			

ORDER

Brief Facts of the Case

During the spot hearing at SDO-IV Office of Rourkela Electrical Division camp on dt.28.01.2025, the complainant appeared before the Forum whereas SDO-IV, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-SPP consumer having contract demand of 73 KW. That the Complainant has raised objection for abnormal billing from Oct'2024 to Dec'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 Oct'2024 to Dec'2024 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 billing abstract from Jan'2020 to Dec'2024.
- The Respondent also produced the dump report on dt.18.03.2025.
- The Respondent also agreed to the wrong billing from Oct'2024 to Dec'2024 and wants 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:

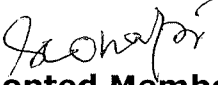
- From Oct'2024 to Dec'2024, bills have been served with very high maximum demand of 142 KVA.
- As per the dump report submitted by Executive Engineer, Meter Management Group, Rourkela on dt.18.03.2025, the maximum demand recorded for the month of Oct'2024 is 30 KW.
- Therefore, it is decided by the Forum to revise the abnormal 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 abnormal bills served from Oct'2024 onwards must be revised considering maximum demand as 30KW.
- The maximum demand must reset in the financial year 2024-25 to ensure correct billing henceforth.
- 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 compliance report to be submitted to the undersigned on or before dt.**30.04.2025**.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 195⁽⁴⁾

Date: 21/03/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) 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.

