

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

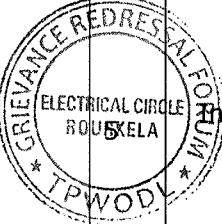
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 543 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Binod Horo		8133-1204-0958			
		At/PO- Chunabhata,		Contact No.:			
		Birmitrapur, Dist- Sundargarh.		8458032500			
3	Respondent	Name		Division			
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application	22.10.2025					
 In the matter of-	1. Agreement / Termination 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) - x	×	2. Billing Disputes	✓			
		×	4. Contract Demand / Connected Load	✗			
		×	6. Installation of Equipment & apparatus of Consumer	✗			
		×	8. Metering	✗			
		×	10. Quality of Supply & GSOP	✗			
		×	12. Shifting of Service Connection & equipments	✗			
		×	14. Voltage Fluctuations	✗			
		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	22.10.2025			
9	Date of Order	12.12.2025					
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:					
	Binod Horo	Er. Ashok Sahoo, SDO					

Seal at
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

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

Onward 12-12-2025
President Page 1 of 3
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

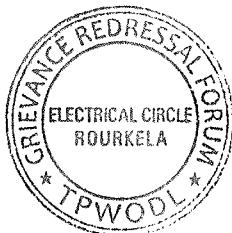
During the spot hearing at Kuarmunda Section Office of Rajgangpur Electrical Division camp on dt.22.10.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1 KW. That the Complainant has raised objection for meter testing not done in spite of paying fees. 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 his meter had not been tested though he had paid the requisite fees of Rs.400.00 vide money receipt number 34761325072201010005 on dt.25.07.2022.
- He further submitted that he had made verbal complaint to the Respondent about the erroneous bill.
- He also requested the Forum to do the needful.

Reply Submission of the Respondent:

- The Respondent produced the following documents:
 - Billing abstract from Apr'2018 to Sep'2025.
 - Physical Verification Report on dt.30.10.2025.
 - Written version on dt.30.10.2025.
 - E-mail Letter on dt.02.12.2025.
- The Respondent also agreed to the complaint and submitted documents very late.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

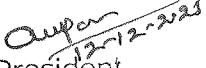
Findings of the Forum

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 consumer had deposited the meter testing fee Rs.400.00 on dt.25.07.2022.
- At that time single phase Accu-Chek was not available at MMG Kalunga office and hence meter has not tested by any MMG executives.
- Therefore, it is decided by the Forum to return the testing fees.


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Electrical Circle, Rourkela


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Directions of the Forum

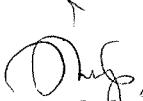
In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

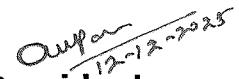
- The testing fees paid by the complainant must be adjusted in bills as the meter had not been tested.
- The complainant must clear up all dues upon revision of bills.

The matter is close herewith.

The compliance report is to be submitted on or before dt.**31.01.2026**.


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Grievance Redressal Forum
Electrical Circle, Rourkela


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 797⁽⁶⁾

Date: 12/12/2025

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.

