

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/ 579 /2025			
2	Complainant	Name & Address:		Consumer No:	
		Mahfuz Alam		8121-2116-0220	
		At/PO- Dengibhadi		Contact No.:	
		Dist-Sundargarh-770019(Odisha)		9437250071	
3	Respondent	Name		Division	
		SDO Sundargarh, SED, TPWODL, Sundargarh		SED, TPWODL, Sundargarh	
4	Date of Application	14.11.2025			
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) - 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				
8	Date(s) of Hearing	14.11.2025			
9	Date of Order	26.11.2025			
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:			
	Mahfuz Alam	Er. Atman Kumar Mishra, 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 Sundargarh, Electrical Section Office camp on dt.14.11.2025, the complainant appeared before the Forum whereas SDO Electrical, SED, Sundargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8121-2116-0220 with connected load of 3 KW. That the Complainant has raised objection for abnormal billing from Oct'2021 to Mar'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 wrong bill has been generated Oct'2021 to Mar'2024 due to which high billings have been done 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:

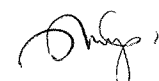
- The respondent produced the following documents:
 - Billing abstract from Jan'2021 to Oct'2025.
 - Physical Verification Report on dt.14.11.2025.
 - Written version on dt.14.11.2025.
 - Meter test report on dt.18.03.2024.
- The respondent also agreed to abnormal billing from Oct'2021 to Mar'2024 and 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:

- From Aug'2023 to Feb'2024 abnormal actual bills have been served with various units per month as the meter is defective.
- A new meter bearing Sl. No. TWST1707906 had been installed on dt-20.03.2024 and the CMR is "3695" Kwh as on dt.14.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.


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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 bills served from Aug'2023 to Feb'2024 are to be revised by taking average of six consecutive billing of new meter TWST1707906.
- 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.**31.12.2025**.


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Grievance Redressal Forum
Electrical Circle, Rourkela


President

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 756⁽⁶⁾

Date: 26/11/2025

Certified Copy to:

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

