

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

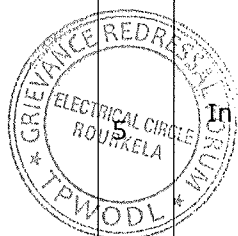
## Bench:

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.	<b>RKL/ 580 /2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Nirmal Toppo		8121-2504-1426	
		At/PO- Rauldega, Via-Talsera		Contact No.:	
		Dist-Sundargarh-770019(Odisha)		8455870869	
3	Respondent	Name		Division	
		SDO Sundargarh, SED, TPWODL, Sundargarh		SED, TPWODL, Sundargarh	
4	Date of Application		14.11.2025		
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		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:		
	Nirmal Toppo		Er. Atman Kumar Mishra, SDO		



*Sachin*  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Chitta Ranjan Dash*  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

*Anil Kumar Patra*  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

### **Brief Facts of the Case**

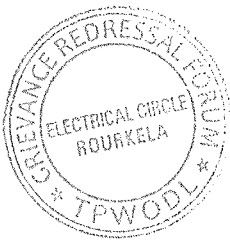
During the spot hearing at Sundargarh, Electrical Section Office camp on dt.14.11.2025, the complainant appeared before the Forum whereas SDO Electrical, SED, Sundargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8121-2504-1426 with connected load of 1 KW. That the Complainant has raised objection for abnormal billing from Dec'2022 to Jan'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 from Dec 2022 to Jan'2024 due to which high billings have been done resulted 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:**

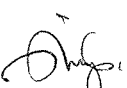
- The respondent produced the following documents:
  - Billing abstract from Jan'2022 to Oct'2025.
  - Physical Verification Report on dt.18.11.2025.
  - Written version on dt. 18.11.2025.
- The respondent also agreed to abnormal billing from Dec'2022 to Jan'2024 and revision of bills.
- However, the 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 Dec'2022 to Jan'2024 average bills have been served with various units per month as the meter was defective.
- During this period, he was residing outside for livelihood. Occasionally, the premises were used and there was low consumption of electricity.
- A new meter bearing Sl. No. TWB638682 had been installed on dt-27.01.2024 and the CMR is "4018" Kwh as on dt.18.11.2025.
- Meter change assessment of Rs.10,688.00 had been imposed during May'2025.
- Therefore, it is decided by the Forum to revise the average bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

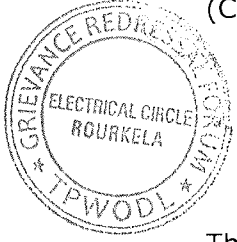
## Directions of the Forum

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 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


- Meter change assessment imposed during May'25 must be withdrawn.
- 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**.



  
**Co-opted Member**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

  
**President**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/

Date: 26/11/2025

Certified Copy to: 757 (6)

- 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.*

