

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

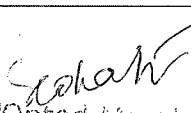
Bench:

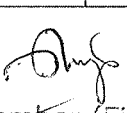
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

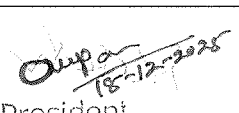
Corum:

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

1	Case No.	RKL/ 587 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Kasinath Lakra		8134-2510-0943		
		At- Kichinga, PO- Malidihi, Rajgangpur, Dist- Sundargarh.		Contact No.: 9692641189		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application	19.11.2025				
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) - 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	19.11.2025				
9	Date of Order	18.12.2025				
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:			
	Kasinath Lakra		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 Section Office of Rajgangpur Electrical Sub-Division No-II camp on dt.19.11.2025, the complainant appeared before the Forum whereas SDO-II, Rajgangpur, 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 0.5 KW. That the Complainant has raised objection for provisional/average billing from Dec'2019 to Feb'2023. 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 provisional/average bills have been generated from Dec'2019 to Feb'2023 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.

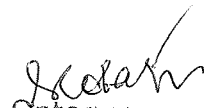
Reply Submission of the Respondent:

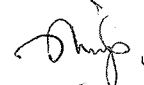
- The Respondent produced the following documents:
 - Billing abstract from Mar'2017 to Sep'2025.
 - Physical verification report not submitted.
 - Written version not submitted.
- The Respondent also agreed to the provisional/average billing from Dec'2019 to Feb'2023 and revision of bills.
- However, 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'2019 to Feb'2023, provisional/average bills have been served with various units per month as the meter is defective.
- From consumer ledger, this period had been revised by licensee suo-motto.
- The meter bearing Sl. No. TWB613299 had been installed during Apr'2025 and the current reading is 1566 Kwh as on dt.24.11.2025.
- Therefore, it is decided by the Forum to reject the case.

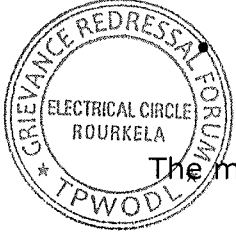

Co-Opted member
Grievance Redressal Forum
Electrical Circle, Rourkela


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.



The case is dropped.

The matter is close herewith.


Co-opted Member

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/ 815⁽⁶⁾

Date: 18/12/2025

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.

