

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

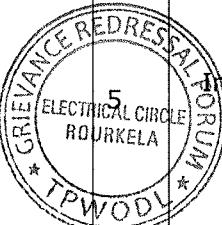
Plot No. UU/9, Civil Township, Rourkela-769004

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/ 598 /2025</b>						
2	Complainant	Name & Address:		Consumer No:				
		Jhadi Oram		8133-1106-0414				
		At/PO- Dumerjore,		Contact No.:				
		Kuarmunda, Dist- Sundargarh-770034.		7077101274				
3	Respondent	Name		Division				
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.				
4	Date of Application	21.11.2025						
 In the matter of	5	1. Agreement / Termination		<input checked="" type="checkbox"/>	2. Billing Disputes	<input checked="" type="checkbox"/>		
		3. Classification / Reclassification of Consumers		<input checked="" type="checkbox"/>	4. Contract Demand / Connected Load	<input checked="" type="checkbox"/>		
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	<input checked="" type="checkbox"/>		
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering	<input checked="" type="checkbox"/>		
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	<input checked="" type="checkbox"/>		
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments	<input checked="" type="checkbox"/>		
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations	<input checked="" type="checkbox"/>		
		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	21.11.2025						
9	Date of Order	12.12.2025						
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others		
11	Details of Compensation awarded, if any.			Nil				
12	Appeared for the Complainant:		Appeared for the Respondent:					
	Binita Oram		Er. Ashok Sahoo, SDO					

Co-Opted Member  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

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

*On 12-12-2025*  
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 President  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

## **ORDER**

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

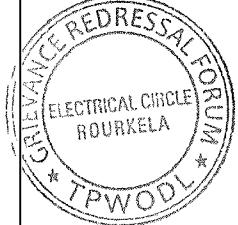
During the spot hearing at Birmitrapur Section Office of Rajgangpur Electrical Division camp on dt.21.11.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having consumer no.8133-1106-0414 with connected load of 0.50 KW. That the Complainant has raised objection for wrong round complete billing during Jun'2018. 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/actual bills have been generated during Jun'2018 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:**

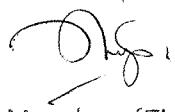
- The Respondent produced the following documents:
  - Billing abstract from Aug'2014 to Oct'2025.
  - Physical Verification Report on dt.24.11.2025.
  - Written version on dt.24.11.2025.
- The Respondent also agreed to the abnormal/actual billing during Jun'2018 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

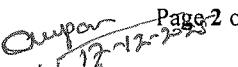
#### **Findings of the Forum**

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:

- During Jun'2018, abnormal/actual bills have been served with 5869 units with a remark of round complete. Later on, the same meter continues with readings.
- The meter bearing Sl. No. 589094 had been installed during Aug'2014 and the final meter reading is 4575 Kwh upto Dec'2024. Abnormal high-low bills had been served during this meter period.
- Therefore, it is decided by the Forum to recast the bills.

  
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Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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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 bills served from Aug'2014 to May'2024 are to be revised by taking IMR as "01" (IMR of meter 589094) and FMR as "4333" (CMR of May'2024).
- 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 is to be submitted on or before **dt. 31.01.2026**.

  
**Co-opted Member**

Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 8/11 (6)

  
**Member (Finance)**

Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
**President**

President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

Date: 17/12/2025

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.*

