

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

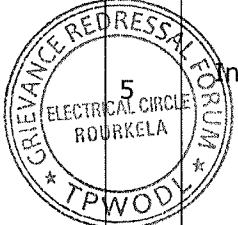
Plot No. UU/9, Civil Township, Rourkela-769004

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/ 599 /2025						
2	Complainant	Name & Address:		Consumer No:				
		Lohara Oram At/PO- Dumerjore, Kuarmunda, Dist- Sundargarh-770034.		8133-1106-0416				
				Contact No.:				
		8018591981						
3	Respondent	Name		Division				
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.				
4	Date of Application	21.11.2025						
 5 ELECTRICAL CIRCLE ROURKELA * TPWODL *	In the matter of-	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 type="checkbox"/>		
		5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer	<input type="checkbox"/>		
		7. Interruptions		<input checked="" type="checkbox"/>	8. Metering	<input type="checkbox"/>		
		9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP	<input type="checkbox"/>		
		11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments	<input type="checkbox"/>		
		13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations	<input 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		Others		
11	Details of Compensation awarded, if any.	Nil						
12	Appeared for the Complainant:	Appeared for the Respondent:						
	Lohara Oram	Er. Ashok Sahoo, SDO						

Lohara
 Co-Opted Member
 Grievance Redressal Forum
 Electrical Circle, Rourkela

ASHOK SAHOO
 Member (Finance)
 Grievance Redressal Forum
 Electrical Circle, Rourkela

Er. Ashok Sahoo
 President
 Grievance Redressal Forum
 Electrical Circle, Rourkela

On 12-12-2025
 Page 1 of 3

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.

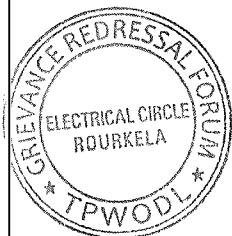
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having consumer no.8133-1106-0416 with connected load of 0.5KW. That the Complainant raised objection for actual/abnormal billing during Jun'2018. He requested revision of bills and mentions about verbal complaints 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 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 Sep'2021.
 - 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 bill has been served with 7871 units with a remark of "round complete".
- The meter bearing Sl. No. TWB128744 had been installed on dt.14.08.2024 and the current reading is 561 Kwh as on dt.24.11.2025.
- Therefore, it is decided by the Forum to revise the bills.

Ans.

Shanti
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

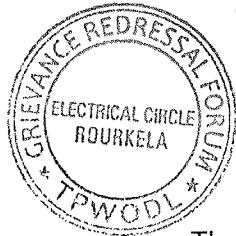
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Ansar Page 2 of 3
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 Mar'2017 to Feb'2020 are to be revised by taking IMR as "2129" (CMR of Feb'2017) and FMR as "2160" (CMR of Feb'2020).
- 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**.

S. B. T
Co-opted Member

Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 812 (6)

D. P. L
Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 17/12/2025

On 17-12-2025
President
President

Grievance Redressal Forum
Electrical Circle, Rourkela

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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.

