

# 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/ 600 /2025</b>  |  |                                     |  |        |         |  |
| 2   | Complainant                              | Name & Address:  |  | Consumer No:                        |  |        |         |  |
|   |  | Paer Lakhua<br>At/PO- Purnapani, Bhatitoli,<br>Hatibari, Dist- Sundargarh. |  | 8133-1301-3770                      |  |        |         |  |
|   |  |  |  | Contact No.:                        |  |        |         |  |
|   |  |  |  | 6372611522                          |  |        |         |  |
| 3   | Respondent                               | Name   |  | Division                            |  |        |         |  |
|   |  | SDO-Kuarmunda, RED, TPWODL, Rajgangpur.                                    |  | RED, TPWODL, Rajgangpur.            |  |        |         |  |
| 4   | Date of Application                      | 21.11.2025   |  |                                     |  |        |         |  |
| 5<br>ELECTRICAL CIRCLE<br>ROURKELA<br>* * *<br>TPWODL | In the matter<br>of-                     | 1. Agreement / Termination   |  | <input checked="" type="checkbox"/> | 2. Billing Disputes                                  | ✓      |         |  |
|   |  | 3. Classification / Reclassification of Consumers                          |  | <input checked="" type="checkbox"/> | 4. Contract Demand / Connected Load                  | ✗      |         |  |
|   |  | 5. Disconnection / Reconnection of Supply                                  |  | <input checked="" type="checkbox"/> | 6. Installation of Equipment & apparatus of Consumer | ✗      |         |  |
|   |  | 7. Interruptions   |  | <input checked="" type="checkbox"/> | 8. Metering  | ✗      |         |  |
|   |  | 9. New Connection  |  | <input checked="" type="checkbox"/> | 10. Quality of Supply & GSOP                         | ✗      |         |  |
|   |  | 11. Security Deposit / Interest  |  | <input checked="" type="checkbox"/> | 12. Shifting of Service Connection & equipments      | ✗      |         |  |
|   |  | 13. Transfer of Consumer Ownership   |  | <input checked="" type="checkbox"/> | 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                       | 21.11.2025   |  |                                     |  |        |         |  |
| 9   | Date of Order                            | 17.12.2025   |  |                                     |  |        |         |  |
| 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:   |  |                                     |  |        |         |  |
|   | Moti Chand                               | Er. Ashok Sahoo, SDO   |  |                                     |  |        |         |  |

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

Member (Finance)  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

Oupor  
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 President  
 Grievance Redressal Forum  
 Electrical Circle, Rourkela

## **ORDER**

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

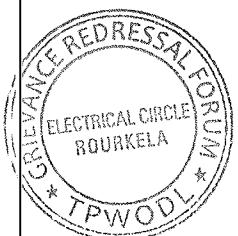
During the spot hearing at Birmitrapur Section Office of Rajgangpur Electrical Division camp on dt.21.11.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having consumer no.8133-1301-3770 with connected load of 1 KW. That the Complainant has raised objection for actual/abnormal billing during Jan'2021. 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 Jan'2021 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.

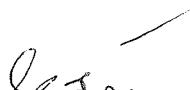
#### **Reply Submission of the Respondent:**

- The Respondent produced the following documents:
  - Billing abstract from Oct'2020 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 Jan'2021 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

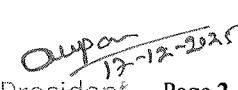
### **Findings of the Forum**

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 Jan'2021, abnormal/actual bill has been served with 3832 units which seems to be suppressed. But the same meter was installed during Oct'2020, which hints the meter is defective or an old meter is installed with reading.
- The meter bearing Sl. No. TWB658519 had been installed on dt.15.07.2025 and the final meter reading is 306 Kwh up to dt.24.11.2025.
- The connected load is 0.13 Kw as per PVR.
- Therefore, it is decided by the Forum to revise the bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
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Electrical Circle, Rourkela  
17-12-2025

## 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 Oct'2020 to Sep'2022 are to be revised by taking average of six consecutive billing of meter TWB658519.
- 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

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

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

No. GRF/RKL/ 813 (6)

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.*

