

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

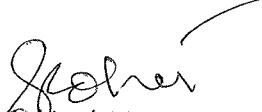
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 601 /2025					
2	Complainant	Name & Address:			Consumer No:		
		Anastasia Toppo			8133- 1201-0417		
		At/PO- St. Mary S Convent,			Contact No.:		
		Birmitrapur, Dist- Sundargarh.			9178426944		
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 3. Classification / Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) - x	x 2. Billing Disputes		✓			
		x 4. Contract Demand / Connected Load		x			
		x 6. Installation of Equipment & apparatus of Consumer		x			
		x 8. Metering		x			
		x 10. Quality of Supply & GSOP		x			
		x 12. Shifting of Service Connection & equipments		x			
		x 14. Voltage Fluctuations		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	✓	Respondent	Others		
11	Details of Compensation awarded, if any.	Nil					
12	Appeared for the Complainant:	Appeared for the Respondent:					
	Anastasia Toppo	Er. Ashok Sahoo, 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

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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.

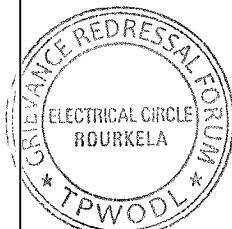
Brief facts pertaining to the case are that the Complainant is an LT-SPP consumer having consumer no.8133-1201-0417 with connected load of 1 KW. That the Complainant has raised objection for abnormal billing during Apr'2025. He requested revision of bills and mentions about verbal complaints being made 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 Apr'2025 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.



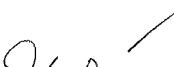
Reply Submission of the Respondent:

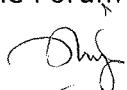
- The Respondent produced the following documents:
 - Billing abstract from Dec'2017 to Oct'2025.
 - Physical Verification Report on dt.25.11.2025.
 - Written version on dt.25.11.2025.
- The Respondent also agreed to the abnormal/actual billing during Apr'2025 and revision of bills.
- However, the Respondent 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 Apr'2025, suppressed actual bill has been served with 891 units and needs recasting of bills.
- The meter bearing Sl. No. TWST15037440 had been installed on dt.06.06.2025 and the current reading is 1172 Kwh as on dt.25.11.2025.
- Therefore, it is decided by the Forum to revise the bills.


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Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
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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 Jan'2022 to Apr'2025 are to be revised by taking IMR as "3400" (CMR of Dec'2021) and FMR as "5546" (CMR of Apr'2025).
- 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/ 814 (6)


Member (Finance)

Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


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.

