

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

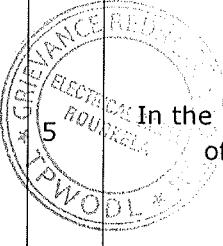
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 603 /2025							
2	Complainant	Name & Address:				Consumer No:			
		Md Shagir At/PO- Main Road, Madina Market, Rourkela, Dist- Sundargarh.				8112-2318-0139			
						Contact No.:			
						9861082082			
3	Respondent	Name				Division			
		SDO-II, RED, TPWODL, Rourkela.				RED, TPWODL, Rourkela.			
4	Date of Application	24.11.2025							
 <p>In the matter of-</p>	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) -								
	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	24.11.2025							
9	Date of Order	29.11.2025							
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:					
	Khalid Hussain			Er. Anamika Bohidar, SDO					

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

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

Signature
29-11-2025
✓ President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

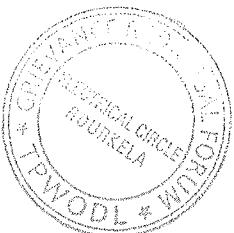
During the spot hearing at Main Road Section Office of Rourkela Electrical Division camp on dt.24.11.2025, the complainant appeared before the Forum whereas SDO-II, RED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having connected load of 0.50 KW. That the Complainant has raised objection for abnormal actual billing during Dec'2024. 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 Dec'2024 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 Jan'2022 to Oct'2025.
 - Physical Verification Report on dt.24.11.2025.
 - Written version on dt.25.11.2025.
- The Respondent also agreed to the abnormal actual billing during Dec'2024 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 Dec'2024, abnormal actual bills have been served with 1007 units which are suppressed units.
- The meter bearing Sl. No. TWST15035196 had been installed on dt.10.05.2025 and the current reading is 324 Kwh as on dt.24.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.

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

D.P.
Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Ompon
President
Grievance Redressal Forum
Electrical Circle, Rourkela
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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'2022 to Dec'2024 are to be revised by taking IMR as '1614' (CMR of Jul'2022) and FMR as '3171' (CMR of Dec'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

Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)

Grievance Redressal Forum
Electrical Circle, Rourkela


President

Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 788 ⁽⁶⁾

Date: 29/11/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rourkela.
- 3) Asst. Manager (Com.), RED, TPWODL, Rourkela.
- 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.

