

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

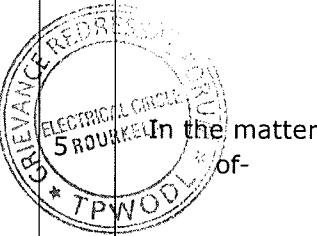
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

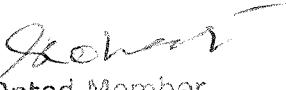
**Bench:**

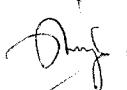
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

**Corum:**

Sri Anil Kumar Patra	...	President
Sri Chitta Ranjan Dash	...	Member (Finance)
Sri Girish Chandra Mohapatra	...	Co-opted Member

1	Case No.	<b>RKL/ 605 /2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		Bijla Kujur		8132-1201-4740			
		At- Lamjira, Goila,		Contact No.:			
		PO- Bad Dalki, Birkera, Dist- Sundargarh.		7848900317			
3	Respondent	Name		Division			
		SDO-Kalunga, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application	25.11.2025					
	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	25.11.2025					
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:					
	Surendra Kujur	Er. Abinash Rath, SDO					

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President *Omprakash* *25-11-2025*  
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Grievance Redressal Forum  
Electrical Circle, Rourkela

## **ORDER**

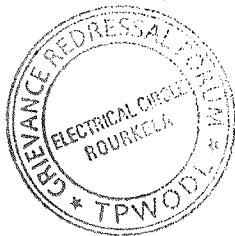
### **Brief Facts of the Case**

During the spot hearing at Kalunga Section Office of Rajgangpur Electrical Sub-Division Kalunga camp on dt.25.11.2025, the complainant appeared before the Forum whereas SDO-Kalunga, 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.8132-1201-4740 connected load of 0.50 KW. That the Complainant has raised objection for suppress billing during May'2023. 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 bills have been generated during May'2023 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:**

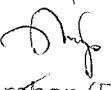
- The Respondent produced the following documents:
  - Billing abstract from Aug'2016 to Oct'2025.
  - Physical Verification Report on dt.25.11.2025.
  - Written version on dt.25.11.2025.
- The Respondent also agreed to the provisional billing during May'2023 and revision of bills.
- However, the Respondent 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:

- From Aug'2016 to May'2023, actual bills have been served with various units though the meter running correctly.
- The meter bearing Sl. No.901661 had been installed during Aug'2016 and the current reading is 5084 Kwh as on dt.25.11.2025.
- Therefore, it is decided by the Forum to revise the bills.

  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

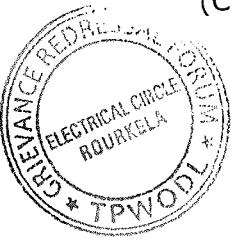
  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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'2016 to May'2023 are to be revised by taking IMR as "01" (IMR of meter) and FMR as "3759" (CMR of May'2023).
- 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.

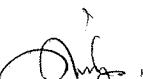
The compliance report is to be submitted on or before dt.**31.01.2026**.

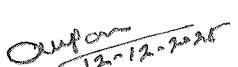
  
**Co-opted Member**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 798<sup>(6)</sup>

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.

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

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

Date: 12/12/2025

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

