

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

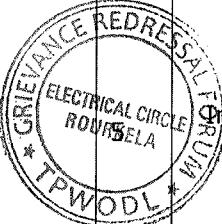
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

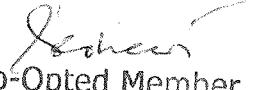
Bench:

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

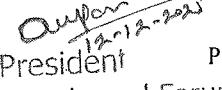
Corum:

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

1	Case No.	RKL/ 606 /2025						
2	Complainant	Name & Address:		Consumer No:				
		Magan Beck		8132-1211-0823				
		At/PO-Purna Birda, Via- Kalunga		Contact No.:				
		Dist- Sundargarh, Pin-770037 (Odisha)		7326077289				
3	Respondent	Name		Division				
		SDO, Kalunga, TPWODL, Rajgangpur		RED, TPWODL, Rajgangpur				
4	Date of Application	25-11-2025						
On the matter 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	25-11-2025						
9	Date of Order	12-12-2025						
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others		
11	Details of Compensation awarded, if any.	Nil						
12	Appeared for the Complainant:	Appeared for the Respondent:						
	Sanjay Oram	Er. Abinash Rath, 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

ORDER

Brief Facts of the Case

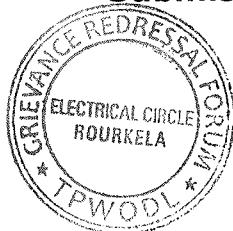
During the spot hearing at Kalunga, Electrical Sub-division GRF Camp on dt.25-11-2025, the complainant appeared before the Forum whereas SDO, Electrical, Kalunga appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8132-1211-0823 with connected load of 0.5KW. That the Complainant has raised objection for Suppress billing during Jun'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 Suppress billing during Jun'2025 due to which high billings have been done resulted 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'2022 to Oct'2025.
 - Physical Verification Report on dt.14.11.2025.
 - Written version on dt. 25.11.2025.
- The respondent also agreed to the suppress billing during Jun'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 Jun'2025 actual bill has been served with 1151 units as the units were suppressed.
- Meter bearing Sl. No. WLT090594 had been installed on dt. 01.06.2018 and the current reading is "10145" Kwh as on dt. 14.11.2025.
- Therefore, it is decided by the Forum to revise the average bills.

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Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

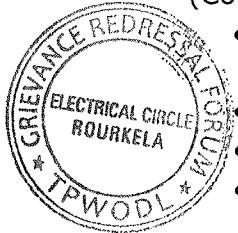
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Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Omprakash
President Page 2 of 3
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 Sep'2018 to Jun'2025 are to be revised by taking IMR as "120" (CMR of Aug'2018) and FMR as "9695" (CMR of Jun'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
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 799 (6)


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 12/12/2025


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) Dy. General Manager (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.

