

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

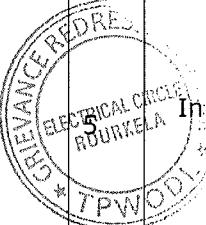
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

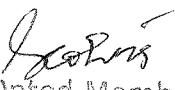
Bench:

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/ 642 /2025					
2	Complainant	Name & Address:		Consumer No:			
		Dwaru Sahoo At- Sukhbasi Pada, Joketa, PO- Nuagaon, Hatibari, Dist- Sundargarh-770033.		8133-1314-0806			
				Contact No.:			
				9348979469			
3	Respondent	Name		Division			
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.			
4	Date of Application	17.12.2025					
 In 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	17.12.2025					
9	Date of Order	31.12.2025					
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:				
	Ram Sahoo		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

ORDER

Brief Facts of the Case

During the spot hearing at Kuarmunda Electrical Sub-Division camp of Rajgangpur Electrical Division on dt.17.12.2025, the complainant appeared before the Forum whereas SDO-Kuarmunda appeared as Respondent before the Forum.

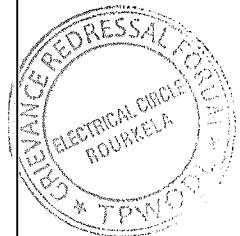
Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8130-1314-0806 having connected load of 0.5 KW. That the Complainant has raised objection for abnormal billing during Jun'2016. He requested revision of bills and mentions about verbal complaints 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 bill has been generated during Jun'2016 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:

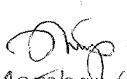
- The Respondent produced the following documents:
 - Billing abstract from Aug'2015 to Nov'2025.
 - Physical Verification Report on dt.19.12.2025.
 - Written version on dt.19.12.2025.
- The Respondent also agreed to provisional billing during Jun'2016 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

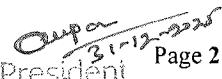
Findings of the Forum

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'2016, abnormal actual bill had been served with 8028 units though the date of power supply is dt.20.06.2025 with a Kutir Jyoti Tariff.
- The meter bearing serial number TPWODL1178197 had been installed on dt.31.08.2023 and the current reading is 1304 Kwh as on dt.19.12.2025.
- Therefore, it is decided by the Forum to revise the bill.


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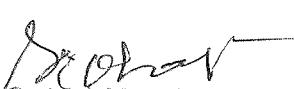
Directions of the Forum

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 during Jun'2016 is to be revised by taking average of six consecutive billings from Mar'2018 to Feb'2019.
- 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/ 853 (6)


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 31/12/2025

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.

