

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

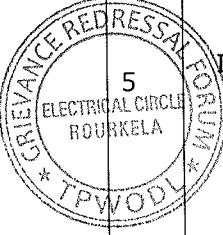
Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

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/ 668 /2025					
2	Complainant	Name & Address:			Consumer No:		
		Sunita Adhikar At- Tanty Tola, PO- Jhartarang, Kalunga, Dist- Sundargarh.			8132-1204-0810		
					Contact No.:		
			8018462085				
3	Respondent	Name			Division		
		SDO-Kalunga, RED, TPWODL, Rajgangpur.			RED, TPWODL, Rajgangpur.		
4	Date of Application	23.12.2025					
 In the matter of- 5	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 checked="" type="checkbox"/>	
	5. Disconnection / Reconnection of Supply		<input checked="" type="checkbox"/>	6. Installation of Equipment & apparatus of Consumer		<input checked="" type="checkbox"/>	
	7. Interruptions		<input checked="" type="checkbox"/>	8. Metering		<input checked="" type="checkbox"/>	
	9. New Connection		<input checked="" type="checkbox"/>	10. Quality of Supply & GSOP		<input checked="" type="checkbox"/>	
	11. Security Deposit / Interest		<input checked="" type="checkbox"/>	12. Shifting of Service Connection & equipments		<input checked="" type="checkbox"/>	
	13. Transfer of Consumer Ownership		<input checked="" type="checkbox"/>	14. Voltage Fluctuations		<input checked="" 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	23.12.2025					
9	Date of Order	29.12.2025					
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:					
	Sunita Adhikar	Er. Abinash Rath, SDO					

Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

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

On 29-12-2025
Page 1 of 3
President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

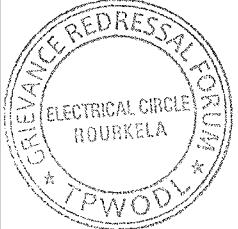
During the spot hearing at Kalunga Section Office of Rajgangpur Electrical Sub-Division Kalunga camp on dt.23.12.2025, the complainant appeared before the Forum whereas SDO-Kalunga, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-domestic consumer having Consumer No.8132-1204-0810 connected load of 1 KW. That the Complainant has raised objection for abnormal billing during Feb'2022. 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 Feb'2022 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:

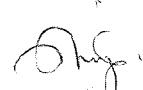
- The Respondent produced the following documents:
 - Billing abstract from Oct'2021 to Nov'2025.
 - Physical Verification Report on dt.11.12.2025.
 - Written version on dt.23.12.2025.
- The Respondent also agreed to the abnormal billing during Feb'2022 and revision of bills.
- However, the Respondent 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 Feb'2022 to Jul'2022, abnormal actual bills have been served with various units per month as the meter is defective.
- The meter bearing Sl. No. WHL049567 had been installed during May'2022 and currently it is disconnected.
- Therefore, it is decided by the Forum to revise the average bills.


Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President Page 2 of 3
Grievance Redressal Forum
Electrical Circle, Rourkela

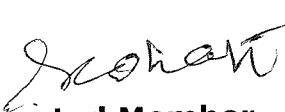
Directions of the Forum

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 Feb'2022 to Jul'2022 are to be revised by taking average of six consecutive billings from Aug'2022 to Jan'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
Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 845⁽⁶⁾


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


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

Date: 29/12/2025

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.

