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 Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher

President

Sri Chitta Ranjan Dash

Member (Finance)

Sri Girish Chandra Mohapatra Co-opted Member

Cas	se No.				RK	L/ 6	8	/202	.5			
Complainant		Name & Address:						Consumer No:				
		SAMBHU HALWAI							8132-1101-0269			
		AT/PO- KALUNGA,							Contact No.:			
		DIST-SUNDARGARH, ODISHA.							9090309400			
Resi	pondent	Name						Division				
· -		SDO, Kalunga, RED, TPWODL, Rajgangpur							RED, TPWODL, Rajgangpur			
In the matter of-		1.	Agreement / Termination × 2. B						Illing Disputes √			
			Classification / Reclassification of × 4. Consumers						1. Contract Demand / Connected Load			×
			5. Disconnection / Reconnection of \times 6. Ir						· ·			×
		7.							LL			×
		9. New Connection × 10.						1	Quality of Supply & × SOP			×
		11.	, , ,					12.	Shifting of Service × onnection & equipments			
		13.										×
		15.	15. Others (Specify) - ×									
Sect	tion(s) of E	ectricit	y Act, 2003 invo	lved		42((5)					
OER	OERC Regulation(s):					Clauses						es
1	OERC Distribution (Licensee's Standard of Performance) Regulation							gulations,	2004			
2	OERC C											
3	Odisha	C (Terms and Conditions for Determination of Tariff) Regulations, 2004										
4	OERC (
	` '	oring 07.02.2025										
Date	e of Order	of Order 04.03.2025										
Order in favour of			Complainant		√	Res	espondent			0	thers	
Details of Compensation awarded, if any. Nil									1			
	Appeared	for the	Complainant:	Complainant: Appeared f				or the Respondent:				
Sambhu Halwai					Er. Abinash Ratha, SDO							
	Com Resi Date OER 1 2 3 4 5 Date Ord	Complainant Respondent Date of Applica In the matter of- Section(s) of El OERC Regulation 1 OERC Degree Complete Co	Complainant Respondent SDO, Date of Application 1. 3. C C 5. In the matter of- of- 9. 11. 13. 15. Section(s) of Electricition OERC Regulation(s): 1 OERC Distribution OERC Regulation(s): 1 OERC Conduction OHERC (Terms of South of S	Respondent Respondent SDO, Kalunga, RED, T Date of Application 1. Agreement / Tel 3. Classification / I Consumers 5. Disconnection / Supply 7. Interruptions 9. New Connection 11. Security Deposit 13. Transfer of Cons 15. Others (Specify) Section(s) of Electricity Act, 2003 invo OERC Regulation(s): 1 OERC Distribution (Licensee's Section) OERC Conduct of Business) Received a conditions for Section of Section (Core Date(s) of Hearing Core Date(s) of Hearing Core Date(s) of Hearing Core Date(s) of Complainant Details of Compensation awarded, if a Appeared for the Complainant:	Respondent Respondent SDO, Kalunga, RED, TPWODD Date of Application In the matter of- of- Section(s) of Electricity Act, 2003 involved OERC Regulation(s): 1 OERC Distribution (Licensee's Standa 2 OERC Conduct of Business) Regulation (Southers and Conditions of Detection (Conditions Date(s) of Hearing (Date(s) of Hearing (Date(s) of Compensation awarded, if any. Appeared for the Complainant:	Complainant Complainant AT/PO- KALUNGA, DIST-SUNDARGARH, ODISHA. Name Respondent SDO, Kalunga, RED, TPWODL, Raj Date of Application 1. Agreement / Termination 3. Classification / Reclassificati Consumers 5. Disconnection / Reconnect Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Owner 15. Others (Specify) - × Section(s) of Electricity Act, 2003 involved OERC Regulation(s): 1 OERC Distribution (Licensee's Standard of 2 OERC Conduct of Business) Regulations, 20 3 Odisha Grid Code (OGC) Regulation, 2006 4 OERC (Terms and Conditions for Determination of Southers-OERC Distribution (Conditions of Southers-OERC Distribution (Conditions of Southers) Order of Complainant of Complainant of Details of Compensation awarded, if any. 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Others (Specify) - × Section(s) of Electricity Act, 2003 involved 42(5) OERC Regulation(s): 1 OERC Distribution (Licensee's Standard of Performance 2 OERC Conduct of Business) Regulations, 2004 3 Odisha Grid Code (OGC) Regulation, 2006 4 OERC (Terms and Conditions for Determination of Tare 5 Others-OERC Distribution (Conditions of Supply) code Date(s) of Hearing 07.02.2025 Date of Order 04.03.2025 Order in favour of Complainant V Respondent of Complainant V Respo	Respondent SDO, Kalunga, RED, TPWODL, Rajgangpur Date of Application In the matter of- of- 11. Security Deposit / Interest Section(s) of Electricity Act, 2003 involved DERC Regulation(s): 1 OERC Distribution (Licensee's Standard of Performance) Regulation, 2004 3 Odisha Grid Code (OGC) Regulation, 2004 3 Others-OERC Distribution (Conditions of Supply) code, 201 Date of Order Others (Specify) - V Respondent Name Nageared for the Complainant Name Name Name Name Name Name Name Nageared for the Complainant: Name Name Name Name Name Name Name Name Name Nageared for Scandard of Supply Nil	Respondent Respondent SDO, Kalunga, RED, TPWODL, Rajgangpur Date of Application In the matter of- of- In the matter of- Of- Of- In Security Deposit / Interest Section(s) of Electricity Act, 2003 involved DERC Regulation(s): OERC Regulation(s): OERC Conduct of Business) Regulations, 2004 OERC Conduct of Business) Regulation, 2006 OERC (Terms and Conditions for Determination of Tariff) Regulations, 5 Others-OERC Distribution (Conditions of Supply) Code, 2019 Date of Order O4.03.2025 OERC Item (Specify) - × Reconnection Reconnection of × 12. Shifting Connection 13. Transfer of Consumer Ownership × 14. Voltage 15. Others (Specify) - × Section(s) of Electricity Act, 2003 involved 42(5) OERC Regulation(s): OERC Conduct of Business) Regulations, 2004 OERC (Terms and Conditions for Determination of Tariff) Regulations, 5 Others-OERC Distribution (Conditions of Supply) code, 2019 Date(s) of Hearing 07.02.2025 Date of Order 04.03.2025 Order in favour of Complainant √ Respondent Details of Compensation awarded, if any. Nil Appeared for the Respondent Appeared for the Respondent	Name & Address: Consus	Name & Address: Consumer No:

ORDER

Brief Facts of the Case

During the spot hearing at Kalunga, Electrical Sub-division camp on dt.07.02.2025, the complainant appeared before the Forum whereas SDO (Elect), 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 connected load of 01KW. That the Complainant has raised objection for provisional/average billing from Feb'2022 to Feb'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 provisional/average bills have been generated from Feb'2022 to Feb'2024 due to which high billings have been done resulted to accumulation of arrears.
- The complainant was not staying in his premises.
- 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'2007 to Oct'2024.
 - Physical Verification Report on dt.06.02.2025.
 - Written version on dt. 07.02.2025.
- The respondent also agreed to the wrong billing from Feb'2022 to Feb'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:

- From Feb'2022 to Feb'2024 average bills have been served with various units per month as the meter is defective.
- A new meter bearing SI. No. TWB626243 had been installed on dt. 18.03.2024 and the current reading is 2600 Kwh as on dt. 07.01.2025.
- The Forum could not find proper documents and certification to withdraw bills.
- Therefore, it is decided by the Forum to reject the case.

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 case is dropped off.
- The complainant must clear all outstanding dues.

The matter is closed herewith.

Co-Opted Member

Member (Finance)

President

No. GRF/RKL/ $178^{(4)}$

Date: 11103/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) 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.

