

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

1	Case No.	RKL/ 68 /2025			
2	Complainant	Name & Address:		Consumer No:	
		SAMBHU HALWAI		8132-1101-0269	
		AT/PO- KALUNGA, DIST-SUNDARGARH, ODISHA.		Contact No.: 9090309400	
3	Respondent	Name		Division	
		SDO, Kalunga, RED, TPWODL, Rajgangpur		RED, TPWODL, Rajgangpur	
4	Date of Application		07.02.2025		
5	In the matter of-	1. Agreement / Termination	×	2. Billing Disputes	✓
		3. Classification / Reclassification of Consumers	×	4. Contract Demand / Connected Load	×
		5. Disconnection / Reconnection of Supply	×	6. Installation of Equipment & apparatus of Consumer	×
		7. Interruptions	×	8. Metering	×
		9. New Connection	×	10. Quality of Supply & GSOP	×
		11. Security Deposit / Interest	×	12. Shifting of Service Connection & equipments	×
		13. Transfer of Consumer Ownership	×	14. Voltage Fluctuations	×
		15. Others (Specify) -	×		
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			
8	Date(s) of Hearing		07.02.2025		
9	Date of Order		04.03.2025		
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Sambhu Halwai		Er. Abinash Ratha, SDO		

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 Sl. 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: 11/03/2025

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.

