

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/ 717 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Sujata Patra		8112-2124-0311	
		At/PO-Anand Bhawan,		Contact No.:	
		Indo English School Road, Orampada, Rourkela, Dist- Sundargarh.		9439435225	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application		04.12.2024		
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		16.12.2024		
9	Date of Order		10.03.2025		
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:		
	J. N. Sahoo		Er. Anamika Bohidar, SDO		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 717 of 2024. Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer No. 8112-2124-0311 with CD of 1.5 Kw. That the Complainant wants to revise one abnormal bill served to him during Apr'2024.

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 the following documents.
 - Old complaint on dt.27.05.2024.
 - Approach slip on dt.02.03.2024.
 - Two old bills showing dispute.
- He further submitted that he had made verbal complaints to the respondent about changing of ownership.
- He also requested the Forum to do the needful.

Reply Submission of the Respondent:

- The respondent produced the following documents:
 - Billing abstract from Dec'2021 to Jun'2024.
 - Physical verification report on dt.16.12.2024.
 - Copy of letter sent to Testing lab on dt.20.12.2024
- The respondent has not submitted his version in this case.
- 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:

- The bill served during Apr'2024 is higher than other months' consumption. Therefore, 649 units in one month seems abnormal.
- The Respondent has sent the same meter to Testing Lab and no report had been communicated to this Forum.
- The Licensee is instructed to ~~the~~ revise the bills if he got the defective meter report from the Testing Lab.
- 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 matter is closed herewith.


Co-Opted Member


Member (Finance)


President

No. GRF/RKL/ 184⁽⁴⁾

Date: 11/08/2025

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.

