

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:

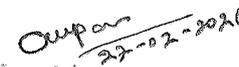
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance)

Corum:

Sri Anil Kumar Patra ... President
Sri Chitta Ranjan Dash ... Member (Finance)

| | | | | | |
|----|--|---|--|----------------------------|---------|
| 1 | Case No. | RKL/ 103 /2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Florance Fugun | | 8145-2218-0138 | |
| | | At/PO- Jalda 'C' Block, Rourkela-769043, Dist- Sundargarh. | | Contact No.: 7608806297 | |
| 3 | Respondent | Name | | Division | |
| | | SDO No-V, RSED, TPWODL, Rourkela. | | RSED, TPWODL, Rourkela. | |
| 4 | Date of Application | 17.02.2026 | | | |
| 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 | | | | 155/157 |
| 8 | Date(s) of Hearing | 17.02.2026 | | | |
| 9 | Date of Order | 27.02.2026 | | | |
| 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: | | | |
| | Nisant Fugun | Er. Gaurab Chattopadhyay, SDO | | | |


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 Jalda Section Office of Rourkela Sadar Electrical Division camp on dt.17.02.2026, the complainant appeared before the Forum whereas SDO-V, RSED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having Consumer Number 8145-2218-0138 with a contact demand of 1 KW. That the Complainant has raised objection for average billing from Apr'2008 to Jul'2010. 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 average bills have been generated from Apr'2008 to Jul'2010 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 Dec'2007 to Jan'2026.
 - Physical Verification Report on dt.20.02.2026.
 - Written version on dt.20.02.2026.
- The Respondent also agreed to the average billing from Apr'2008 to Jul'2010 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 Apr'2008 to Jul'2010, average bills have been served with various units per month as the meter is defective.
- The meter bearing serial number TWST15043261 had been installed on dt.24.04.2025 and the current reading is 48 Kwh as on dt.20.02.2026.
- Therefore, it is decided by the Forum to revise the average bills.

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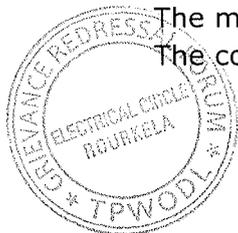
Directions of the Forum

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 from May'2008 to Aug'2010 are to be revised by taking IMR as "2121" (CMR of Apr'2008) and FMR as "3521" (CMR of Aug'2010).
- 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. **31.03.2026**.




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Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 132⁽⁶⁾

Date: 27/02/2026

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RSED, TPWODL, Rourkela.
- 3) Manager (Com.), RSED, TPWODL, Rourkela.
- 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.

