

# 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.	<b>RKL/ 124 /2026</b>					
2	Complainant	Name & Address:		Consumer No:			
		Surya Sahoo		8141-2321-0388			
		At/PO-Luakera, Via-Rourkela-15		Contact No.:			
Dist-Sundargarh, Pin-769015 (Odisha)		7855965873					
3	Respondent	Name		Division			
		SDO, No-I, RSED, TPWODL, Rourkela		RSED, TPWODL, Rourkela			
4	Date of Application	21-02-2026					
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	21-02-2026					
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:				
	Surya Sahoo		Er. Sandeep Kumar Parida, SDO(Elect.)				

  
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 Civil Township Section Office of RSED, Electrical Division camp on dt.21.02.2026, the complainant appeared before the Forum whereas SDO, No-I, RSED appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer with Consumer Number 8141-2321-0388 having connected load of 2 KW. That the Complainant has raised objection for provisional/average billing from Oct'2017 to Sep'2018. 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 Oct'2017 to Sep'2018 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:**

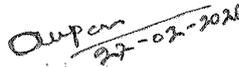
- The Respondent produced the following documents:
  - Billing abstract from Jan'2016 to Jan'2017.
  - Physical Verification Report on dt.24.02.2026.
  - Written version on dt.24.02.2026.
- The Respondent also agreed to the provisional/average billing from Oct'2017 to Sep'2018 and revision of bills.
- 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 Oct'2017 to Sep'2018 provisional/average/ wrong bills have been served with various units per month as the meter is defective.
- The meter bearing serial number LW071137 had been installed on dt.29-10-2018 and the CMR is 4121 upto Jun'2021. This meter updated lately.
- Also, there are provisional bills in past not adjusted properly.
- Therefore, it is decided by the Forum to revise the bills.

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

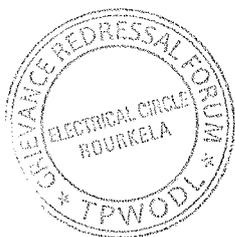
## Directions of the Forum

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.

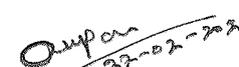
- Bills served from Jun'2006 to Mar'2010 are to be revised by taking IMR "0" (IMR of meter) and FMR as "7599" (CMR of Mar'2010).
- Bills served from Oct'2017 to Sep'2018 are to be revised by taking average of six consecutive billing from Jul'2006 to Dec'2029 of meter LW071137.
- Bills served from Oct'2018 to Jun'2021 are to be revised by taking IMR "01" (IMR of meter) and FMR as "4121" (CMR of Jun'2021).
- 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**.



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

  
**President**  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 134<sup>(6)</sup>

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.*

