

# 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), Sri Girish Chandra Mohapatra (Co-opted Member)

## Corum:

Sri Anil Kumar Patra ... President  
Sri Chitta Ranjan Dash ... Member (Finance)  
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	<b>RKL/ 002 /2026</b>					
2	Complainant	Name & Address:		Consumer No:			
		K. Kansari		8141-2321-0227			
		At/PO- Luakera, Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 8249794820			
3	Respondent	Name		Division			
		SDO No-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.			
4	Date of Application	05.01.2026					
	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	05.01.2026					
9	Date of Order	20-01-2026					
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:				
	Dhananjay Kansari		Er. Sandeep Parida, SDO				

Co-Opted Member  
Grievance Redressal Forum

Member (Finance)  
Grievance Redressal Forum

President  
Grievance Redressal Forum

## ORDER

### Brief Facts of the Case

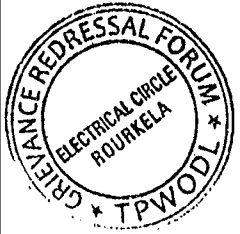
During the spot hearing at Kalinga Vihar Section Office of Rourkela Sadar Electrical Division camp on dt.05.01.2026, the complainant appeared before the Forum whereas SDO-I, RSED, Rourkela appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with Consumer Number 8141-2321-0227 having connected load of 2 KW. That the Complainant has raised objection for provisional billing from Oct'2002 to Nov'2007. 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 bills have been generated from Oct'2002 to Nov'2007 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 Feb'2001 to Dec'2025.
  - Physical Verification Report on dt.07.01.2026.
  - Written version on dt.07.01.2026.
- The Respondent also agreed to the provisional billing from Oct'2002 to Nov'2007 and revision of bills.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

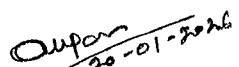
### Findings of the Forum

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 Sep'2002 to Oct'2007, provisional bills have been served with various units per month though the meter is running ok.
- During Nov'2007 abnormal/actual bills had been served with 2426 units though the meter bearing sl. no.3831457 was advancing correctly.
- Therefore, it is decided by the Forum to revise the average bills.

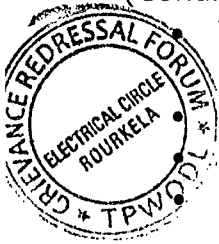
  
Co-Opted Member  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
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.



The bills served from Jan'2001 to Nov'2007 are to be revised by taking IMR as "682" (CMR of Jun'2001) and FMR as "4908" (CMR of Nov'2007).

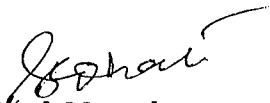
Adjustments made during this period are also to be taken into consideration.

DPS charged on the wrong bills are also to be withdrawn.

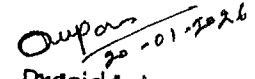
The complainant must clear up all dues upon revision of bills.

The matter is close herewith.

The compliance report is to be submitted on or before dt. **28.02.2026**.

  
**Co-opted Member**  
Grievance Redressal Forum  
Electrical Circle, Rourkela

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

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

No. GRF/RKL/32<sup>(6)</sup>

Date: 20/01/2026

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.*

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