

# 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:

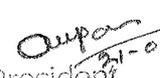
Sri Anil Kumar Patra (President), Sri Chitta Ranjan Dash (Member Finance)

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

1	Case No.	<b>RKL/ 61 /2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Purna Barik		8147-1315-0451	
		At/PO- Patamunda, Koida, Dist- Sundargarh.		Contact No.: 9438442279	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	06.02.2026			
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	06.02.2026			
9	Date of Order	21.02.2026			
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:			
	Purna Chandra Barik	Er. Binay Mishra, 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 Koida Section Office of Rourkela Sadar Electrical Division camp on dt.06.02.2026, the complainant appeared before the Forum whereas SDO-VII, 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 8147-1315-0451 with contract Demand of 2 KW. That the Complainant has raised objection for suppressed billing during Oct'2020. 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 wrong bills have been generated during Oct'2020 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:**

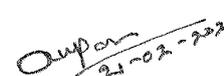
- The Respondent produced the following documents:
  - Billing abstract from Aug'2014 to Dec'2025.
  - Physical Verification Report on dt.10.02.2026.
  - Written version on dt.10.02.2026.
- The Respondent also agreed to the wrong billing during Oct'2020 and revision of bills.
- However, the Respondent 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:

- During Oct'2020, suppressed bill had been served with 2068 units though the meter bearing serial number WES33103 was advancing correctly.
- Meter bearing serial number TW02068045 had been installed on dt.27.02.2023 and the current reading is 424 Kwh as on dt.10.02.2026.
- Therefore, it is decided by the Forum to give respite to the complainant by recasting total meter period.

  
Member (Finance)  
Grievance Redressal Forum  
Electrical Circle, Rourkela

  
President  
Grievance Redressal Forum  
Electrical Circle, Rourkela

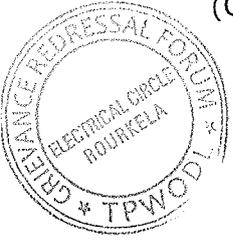
## Directions of the Forum

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 Mar'2014 to Feb'2022 are to be revised by taking IMR as "00" (IMR Of Meter) and FMR as "13419" (CMR of Feb'2022).
- 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)**

Grievance Redressal Forum  
Electrical Circle, Rourkela

  
**President**

Grievance Redressal Forum  
Electrical Circle, Rourkela

No. GRF/RKL/ 99<sup>(6)</sup>

Date: 21/02/2026

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.*

