

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

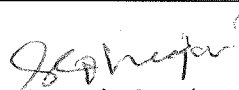
Bench:

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

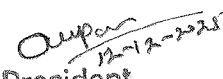
Corum:

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

1	Case No.	RKL/ 613 /2025				
2	Complainant	Name & Address:		Consumer No:		
		Naresh Choudhary		8131-1202-1213		
		At-NAC Quarter, Rajgangpur		Contact No.:		
		PO-Rajgangpur		7978637169		
Dist- Sundargarh, Pin-770017 (Odisha)						
3	Respondent	Name		Division		
		SDO No-I, TPWODL, Rajgangpur		RED, TPWODL, Rajgangpur		
4	Date of Application	27-11-2025				
In the matter of-	1. Agreement / Termination	x	2. Billing Disputes	✓		
	3. Classification / Reclassification of Consumers	x	4. Contract Demand / Connected Load	x		
	5. Disconnection / Reconnection of Supply	x	6. Installation of Equipment & apparatus of Consumer	x		
	7. Interruptions	x	8. Metering	x		
	9. New Connection	x	10. Quality of Supply & GSOP	x		
	11. Security Deposit / Interest	x	12. Shifting of Service Connection & equipment	x		
	13. Transfer of Consumer Ownership	x	14. Voltage Fluctuations	x		
	15. Others (Specify) - x					
	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	27-11-2025				
9	Date of Order	12-12-2025				
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:			
	Naresh Choudhary		Er. Sanjeeb Mohanty, SDO			


Co-Opted Member
Grievance Redressal Forum
Electrical Circle, Rourkela


Member (Finance)
Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

ORDER

Brief Facts of the Case

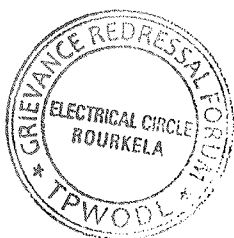
During the spot hearing at Rajgangpur No-I, Electrical Sub-division Camp on dt.27-11-2025, the complainant appeared before the Forum whereas SDO, Electrical, No-I, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-GP consumer having no-8131-1202-1213 with connected load of 1 KW. That the Complainant has raised objection for excess fixed charges from Mar'2019 to Sep'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 excess fixed charges from Mar'2019 to Sep'2020 due to which high billings have been done resulted 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:

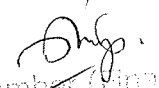
- The respondent produced the following documents:
 - Billing abstract from Apr'2018 to Mar'2022.
 - Physical Verification Report on dt.27.11.2025.
 - Written version on dt. 27.11.2025.
- The respondent also agreed to the excess fixed charges from Mar'2019 to Sep'2020 and revision of bills.
- However, 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:

- From Mar'2019 to Sep'2020 actual bills have been served with fixed charges of Rs.120.00 per month.
- A new meter bearing Sl. No.303401 had been installed earlier and the CMR is "4762" Kwh as on dt. 27.11.2025.
- Therefore, it is decided by the Forum to revise the bills.


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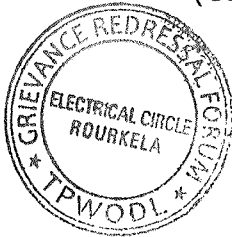
Directions of the Forum

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.

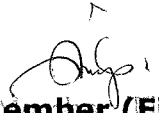
- The bills served from Mar'2019 to Sep'2020 are to be revised by taking fixed charge of 01 Kw.
- Adjustments made during this period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear up all dues upon revision of bills.

The matter is close herewith.

The compliance report is to be submitted on or before dt.**31.01.2026**.




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Electrical Circle, Rourkela


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Grievance Redressal Forum
Electrical Circle, Rourkela


President
Grievance Redressal Forum
Electrical Circle, Rourkela

No. GRF/RKL/ 805 (6)

Date: 12/12/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Executive Engineer, RED, TPWODL, Rajgangpur.
- 3) Dy. General Manager (Com.), RED, TPWODL, Rajgangpur.
- 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.

