

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

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

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

Present:

Sri Achyutananda Meher	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri Girish Chandra Mohapatra...		Co-opted Member

1	Case No.	RKL/ 26 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Gomeswar Tanty		8140-0111-0859	
		At/PO- Jalda 'B' Block,		Contact No.:	
		Rourkela, Dist- Sundargarh.		9438209763	
3	Respondent	Name		Division	
		Executive Engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela	
4	Date of Application		10.01.2024		
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				
8	Date(s) of Hearing		19.01.2024		
9	Date of Order		19.02.2024		
10	Order in favour of		Complainant	√	Respondent
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Ganeswar Tanty		Sri Prashant Kumar swain, Manager (F & C)		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 26 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-General Purpose <110 KVA consumer having connected load of 0.50 KW. That the Complainant has raised the objection regarding Excess bill charged while no connection in the shop.

Gist of Arguments made by the Parties

During the hearing on dated 19-01-2024 both the parties were present. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submits that, excess bill charged while no connection in the shop resulted to accumulation of arrear.
- He further submits that; he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- The respondent submitted the billing abstract from Apr'2018 to Dec'2023.
- The respondent also submits that no bill has been served during the disconnection period and as per GRF order no. 997/2022 bill revision has already been done from Sep'2012 to Nov'2016.
- The respondent has revised the bill and withdraw amount is Rs.4674.04.
- However, they requested to the Forum for appropriate decision.

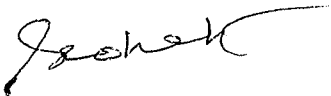
Findings of the Forum

- It is noted by forum from the billing abstract that no bills have been claimed during the disconnection period.
- It is also noted by the forum that a bill revision has been done in the month of Dec'2022 as per GRF order.

Directions of the forum

As the bill revision has already been done and no bills have been claimed during the disconnection period the **case is closed** herewith.

"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".



Co-Opted Member



Member (F)



President

No. GRF/RKL/ 58⁽⁴⁾

Date: 19/02/2020

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

