

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 Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

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|----|--|---|--|------------------------|---------|
| 1 | Case No. | RKL/ 41 /2025 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Tapan Prasad Saha | | 8113-2219-0026 | |
| | | At- BL/71, PO- Basanti Colony, | | Contact No.: | |
| | | Rourkela-769012, Dist- Sundargarh. | | 9853455172 | |
| 3 | Respondent | Name | | Division | |
| | | SDO-III, RED, TPWODL, Rourkela. | | RED, TPWODL, Rourkela. | |
| 4 | Date of Application | 24.01.2025 | | | |
| 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 | 30.01.2025, 05.02.2025, 17.02.2025 | | | |
| 9 | Date of Order | 31.03.2025 | | | |
| 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: | | |
| | Anand Sahoo | | Anita Mohanty, OAG-II | | |

ORDER

Brief Facts of the Case

The present case has been registered in this Forum vide Case No. 41 of 2025. Brief facts pertaining to the case are that the Complainant is an MI consumer having consumer No. 8113-2219-0026 with connected load of 21 Kw.

That the Complainant has raised objection regarding one payment not reflected in his account. He requested to account for the said amount of Rs.6,175.00 and mentions about verbal complaint 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 he had paid Rs.6,175.00 on dt.16.06.2021 and the same not considered in accounts, due to which there is 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 also agreed to the wrong accounting of payment received and is still enquiring the details of mis-posting.
- 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:

- The complainant had paid his usual dues through credit card for Rs.6,175.00 on dt.21.06.2021 on online mode.

- The same amount was not traced for a quite long period and couldn't be reflected in its consumer ledger.
- The licensee had been directed to do the needful to reflect the amount in his account and inform the same for early disposal. But the licensee had not informed about the tracing and crediting the same in his account till date.
- Again, from the FG system, it is cleared that the same amount had been wrongly credited to consumer 9062-3201-1867 earlier and now the matter is solved by passing necessary entries.
- Therefore, it is decided by the Forum to reject the case.


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 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The case is dropped off.

The case is disposed of accordingly.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 275⁽⁴⁾

Date: 31/03/2025

Certified Copy to:

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

