

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

1	Case No.	RKL/ 444 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Dhandru Sahu		8133-1202-1253	
		At/PO- Tungri Daffai, PO/PS-Birmitrapur, Dist- Sundargarh.		Contact No.: 6372002843	
3	Respondent	Name		Division	
		SDO-Kuarmunda, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.	
4	Date of Application	01.08.2024			
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):				Cluses
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	12.08.2024/29.08.2024			
9	Date of Order	26.09.2024			
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:		
	Dhandru Sahu		Er. Ashok Sahoo, SDO		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 444 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 813312021253 with connected load of 1 Kw.

That the Complainant has raised objection regarding penalty withdrawal. He requested a waiver of penalty 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 wrong penalty imposed upon him which must be withdrawn.
- 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 billing abstract from Feb'2014 to Jun'2024 and a PVR dated 09-08-2024 mentioning LD in status of meter TWSP51039736.
- The respondent informed us that there was an assessment under Section 126 of the Electricity Act, 2003 and no other dispute.
- 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:

- This is a provisional assessment under Section 126 read with Section 135 of the Electricity Act, 2003 for unauthorized use of electricity read with Regulation 161 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- As the case had been received through the post, the case has been registered.
- Therefore, it is decided by the Forum to reject the case as it is not maintainable.


Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The case is dropped.

The matter is closed herewith.


Co-Opted Member


Member (Finance)


President

No. GRF/RKL/ 703⁽⁴⁾

Date: 30/09/2024

Certified Copy to:

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

