

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/ 535 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Sourav Gupta		8114-2117-0351		
		MIG-II/365, At/PO- Kalinga Vihar, Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 8984210339		
3	Respondent	Name		Division		
		SDO-IV, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		05.09.2024			
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				
		155/157				
8	Date(s) of Hearing		21.09.2024			
9	Date of Order		22.10.2024			
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:			
	Absent		Er. Subhasis Mohanty, SDO			

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 535 of 2024. The Complainant is a LT-Domestic consumer having consumer number 8114-2117-0351 with connected load of 01 Kw.

During hearing on dt.21-09-2024, the complainant did not appear before the Forum whereas SDO-IV, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8114-2117-0351 with connected load of 01Kw. That the Complainant has raised objection regarding non-refunding of security deposit. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

The Respondent was present in the hearing. The contentions made by the party is as follows:

Submission of the Complainant:

- The complainant had not come to the hearing.

Reply Submission of the Respondent:

- The respondent produced one payment advice showing payment of Rs.2,565.33 to the Complainant on dt.18.09.2024.
- The respondent also agreed to non-payment earlier and now the amount has been refunded.
- 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 Respondent refunded the security amount and it has been decided by the Forum to drop the case.

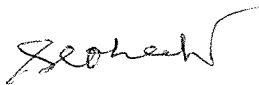
Directions of the forum

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

- The case is dropped off.

The matter 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 (Finance)



President

No. GRF/RKL/ 761⁽⁴⁾

Date: 28/10/2024

Certified Copy to:

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

