

# 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.	<b>RKL/562/2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Eva Choudhury		8110-0105-0092		
		At/PO- Daily Market, Rourkela, Dist- Sundargarh.		Contact No.: 9337095273		
3	Respondent	Name		Division		
		Executive Engineer, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application	19.09.2024				
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	30.09.2024/03.10.2024				
9	Date of Order	29.10.2024				
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:			
	N. R. Choudhury		Sri Pulakesh Dasbhaya, Manager (Fin. & Com.)			

## **ORDER**

### **Brief Facts of the Case**

The present case has been registered in this forum vide Case No. 562 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Industrial (Small) consumer having consumer No. 8110-0105-0092 with connected load of 07 Kw.

That the Complainant has raised objection regarding penalty withdrawal. He requested a waiver of penalty and mentions 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 wrong penalty imposed upon him which must be withdrawn.
- He further submitted that he had made verbal complaint to the respondent about the erroneous assessment.
- He also requested the Forum to revise the bills.

#### **Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Mar'2022 to Aug'2024 and a PVR dated 04-07-2024.
- 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.
- Therefore, it is decided by the Forum to reject the case as it is not maintainable, since there is statutory provision for appeal before the Appellate Authority.

### **Directions of the forum**

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

- The case is dropped.
- The Complainant may approach it before the Appellate Authority.

The matter is closed herewith.

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 787<sup>(4)</sup>

Date: 30/10/2024

Certified Copy to:

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

