

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/563/2024			
2	Complainant	Name & Address:		Consumer No:	
		Dayanidhi Sahu		8147-1127-0191	
		At/PO- Kenaveta, Bonai,		Contact No.:	
		Dist- Sundargarh.		6372672835	
3	Respondent	Name		Division	
		SDO-VII, RSED, TPWODL, Rourkela.		RSED, 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 & equipment	
		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		30.09.2024/03.10.2024		
9	Date of Order		30.10.2024		
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:		
	Jyotshna Sahoo		Sri Niladri Sethi (Acct.)		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 563 of 2024. Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having consumer No. 8147-1127-0191 with connected load of 01 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 Oct'2007 to Aug'2024 and a PVR dated 11-09-2024.
- 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:

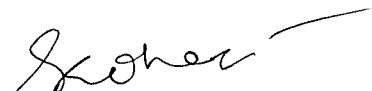
- The Forum found that the meter was removed by the Licensee as instructions from Corporate Office to remove the meter and service wire as there were arrear of Rs.72,000.00. The Complainant had paid RC fees of Rs.177.00 on dt.15.02.2023 and Rs.24,000.00 on dt.17.02.2023. The Licensee had given power supply without meter
- Subsequently on dt.11.09.2024, Vigilance team had made provisional assessment for without meter for Rs.38,206.90.
- 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/ 788⁽⁴⁾

Date: 30/10/2024

Certified Copy to:

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

