

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/ 613 /2024				
2	Complainant	Name & Address:		Consumer No:		
		Vidotama Devi		Nil		
		Kedarnath Building,		Contact No.:		
		At/PO- Mangal Bhawan, Bank Of India Gali, Rourkela, Dist- Sundargarh.		8102591447		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		17.10.2024			
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		04.11.2024			
9	Date of Order		18.11.2024			
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:			
	Vidotama Devi		Er. Anamika Bohidar, SDO			

- Though the complainant had given NOC for other connection in the same building, she did not get the same from them.
- From the different documents and evidence submitted by her, it is proved that Vidotama Devi is the wife of Niraj Kumar Singh and Niraj Kumar Singh is the grandson of late Kedarnath Singh.
- One new connection had been released to one grandson of late Kedarnath Singh few months ago as the respondent informed.
- Though there is a suit in Court regarding land disputes going on, there is no injunction nor stay by the Court.
- As electricity is essential for habitation, the Forum is the opinion to give power to the complainant and in case of any adverse court order, the supply may be terminated.
- She must not be a defaulter of electricity charges even for a month after getting power supply. In case of failure to pay electricity charges, the respondent will disconnect power supply observing all departmental formalities.

Directions of the forum

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

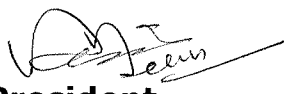
- The Respondent must give power supply as early as possible.
- The Complainant must pay the electricity bill regularly without fail.
- In case of any adverse Court order, the power supply will be terminated by the Respondent.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-12-2024**.

"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/ 823¹⁴²

Date: 21/11/2024

Certified Copy to:

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