

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## Bench

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

## Corum:

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

1	Case No.	<b>RKL/ 632 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Himadri Charan Pradhan		8140-0103-0302		
		At-Badgaon, PO- Gilli, Kenaveta, Bonai, Dist- Sundargarh.		Contact No.: 9438226551		
3	Respondent	Name		Division		
		Executive engineer, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.		
4	Date of Application	23.10.2024				
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 & 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			155/157	
8	Date(s) of Hearing	16.11.2024/30.11.2024				
9	Date of Order	30.12.2024				
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:			
	Dhaneswar Pradhan		Sri Prashant Kumar Swain, Manager (Commerce)			

## **ORDER**

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

The present case has been registered in this forum vide Case No. 632 of 2024. During hearing on dt.30-11-2024, the Complainant did appear before the Forum whereas Manager (Com.), RSED, Rourkela appeared as the Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-LI consumer having connected load of 2.5 Kw. That the Complainant has raised objection for wrong bill served from Nov'2014 during May'2023. He requested revision of bills and mentions about 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 bill served from Nov'2014 to May'2023 as he had not used the power from the initial date of supply, due to which high billings have been done resulted to accumulation of arrears.
- He had also submitted one letter from OLIC Limited dt.20.04.2024.
- 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 Nov'2014 to May'2023.
- The respondent also did not agree to the complaint raised by the Complainant.
- 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:

- From Nov'2014 to May'2023, actual/provisional/average bills have been served with consumptions of 270 units, 180 units, etc.
- There is no meter at site though meter number WES17996 had been installed.
- As per the letter of Executive Engineer, OLIC Limited, the reason of not using the supply is not mentioned.
- Therefore, it is decided by the Forum to reject the case.

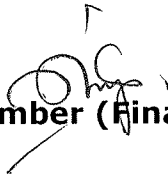
## **Directions of the forum**

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

- The case is dropped as there is no proper evidence and documents.

The matter is closed herewith.

  
**Co-opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 905<sup>(4)</sup>

Date: 30/12/2024

Certified Copy to:

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

*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.*

