

# 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)

1	Case No.	<b>RKL/ 698 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Sanjukta Xalxo		8134-1417-1248		
		At- Kunmuru, PO- Jharbeda,		Contact No.:		
		Kutra, Rajgangpur, Dist- Sundargarh.		7008606279		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		27.11.2024			
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		27.11.2024			
9	Date of Order		27.12.2024			
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:			
	Sanjukta Xalxo		Er. Pabitra Chitta Mukherjee, SDO			

## **ORDER**

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

During the spot hearing at Rajgangpur Electrical Sub-Division of Rajgangpur Electrical Division camp on dt.27.11.2024, the complainant appeared before the Forum whereas SDO-II, Rajgangpur, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer with connected load of 01 Kw. That the Complainant has raised an objection regarding the bill generated without power supply from Dec'2021 to Jun'2024. He requested revision of bills and mentions verbal complaints being made to the respondent earlier.

### **Gist of Arguments made by the Parties**

Both parties were present at the hearing. The contentions made by the parties are as follows:

#### **Submission of the Complainant:**

- The complainant submitted bill generated without power supply from Dec'2021 to Jun'2024 resulted in accumulation of arrears.
- 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 following documents:
  - Billing abstract from Dec'2021 to Sep'2024.
  - Physical Verification Report on dt.12.11.2024
  - Written version on dt.27.11.2024.
- The respondent also agreed to the bill generated without power supply from Dec'2021 to Jun'2024 and revision of bills.
- 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:

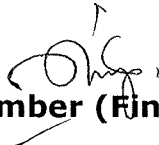
- The bills from Dec'2021 to Jun'2024 have been billed on provisional/average basis with various units per month as there was no power supply. The initial power supply was given on dt.12.11.2024 with a new meter.
- A new meter bearing serial number WHL043797 had been installed on dt.12.11.2024 and the CMR is "004" Kwh as on dt.12.11.2024.
- Therefore, it is decided by the Forum to reject the case due to lack of proper authentication of necessary documents.

## **Directions of the forum**

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

- The case is dropped off due to lack of proper documentation.

The matter is closed herewith.

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 909<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.*

