

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.	RKL/ 723 /2024			
2	Complainant	Name & Address:		Consumer No:	
		Charan Mahato		8112-2120-0318	
		Un authorized Govt. Land, At/PO- Uditnagar, Rourkela, Dist- Sundargarh.		Contact No.: 9437033321	
3	Respondent	Name		Division	
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.	
4	Date of Application		05.12.2024		
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		05.12.2024		
9	Date of Order		26.12.2024		
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:		
	Charan Mahato		Er. Anamika Bohidar, SDO		

ORDER

Brief Facts of the Case

During the spot hearing at Udit Nagar section of Rourkela Electrical Division camp on dt.05.12.2024, the complainant appeared before the Forum whereas SDO-II, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer with connected load of 1.5 Kw. That the Complainant has raised an objection regarding wrong billing from Jan'2024 to Sep'2024 served to him. 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 wrong billing from Jan'2024 to Sep'2024 served to him 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'2018 to Oct'2024.
 - Physical Verification Report on dt.17.09.2024.
 - Written version on dt.05.11.2024.
- The respondent also agreed to the wrong billing from Jan'2024 to Sep'2024 and revision of bills.
- The respondent informed that one Budhadev Bhoi (8112-2121-0211) unauthorizedly connected to this complainant for 1.5 Kw load.
- 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:

- Bills from Jan'2024 to Sep'2024 have been served with higher units which is not showing all consumption of Budhadev Bhoi.
- During Jul'2024 and Aug'2024, the consumption of Budhadev Bhoi is zero.
- From the data given by the Respondent, the Forum could not reach any conclusion and wants to reject the case.
- However, the Complainant is instructed to approach the Forum again with proper documents and evidence.


Directions of the forum

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

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

The matter is closed herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 901⁽⁴⁾

Date: 27/12/2024

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.

