



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfvscobgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 845⁶

Dated, the 31/08/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/445/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Madan Kumar Bala, For The Branch Manager, Mahindra & Mahindra, C/o-Mahindra & Mahindra Financial Service Ltd., 1 st Floor, K-Mart Building, At-Khadalpada, Near IDBI Bank, Po/Dist-Bolangir		911001030433	7681830016
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	11.07.2024			
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) – Estimate of Service cable			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause			
		3. OERC Conduct of Business) Regulations,2004; Clause			
		4. Odisha Grid Code (OGC) Regulation,2006; Clause			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause			
		6. Others			
8	Date(s) of Hearing	30.07.2024			
9	Date of Order	31.08.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Madan Kumar Bala

For the Respondent -Sri Janmajaya Sahoo, Estimator, BED (Auth. Representative)

Complaint Case No. BGR/445/2024

Sri Madan Kumar Bala,
For The Branch Manager,
Mahindra & Mahindra,
C/o-Mahindra & Mahindra Financial Service Ltd.,
1st Floor, K-Mart Building,
At-Khadalpada, Near IDBI Bank,
Po/Dist-Bolangir
Con. No. 911001030433

- **COMPLAINANT**

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.31.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS consumer availing a CD of 19 KW. The complainant represented that he was given complaint for replacement of 3 ph incoming cable which has been damaged for which he is not getting quality power supply but till date no response from TPWODL site. The complainant raised dispute for replacement of incoming cable at earliest.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 30.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV Section of Balangir-I Sub-division. The consumer represented that he was given online complaint to TPWODL Customer care on 17th May 2024 that they are facing difficulties in 3-ph electrical connection but till date no action has been taken by TPWODL authorities. For that, he approached before the Forum to resolve the issue.

PREVIOUS COMPLAINS IF ANY :

1. E-mail dated 17.05.2024 by the complainant to TPWODL Customer Care.
2. E-mail dated 23.05.2024 by the complainant to TPWODL Customer Care.
3. E-mail dated 06.06.2024 by the complainant to TPWODL Customer Care.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 4

PRESIDENT



SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum through authorized representative Shri Janmejaya Sahoo, Estimator-Balangir Division without relevant documents. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply since Dec.-2015. The OP stated that they have taken action in this regard and made field inspection and found that out of three-ph cable, one-phase is not passing current for which the problem arised and advised to replace the cable.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS consumer with a CD of 19 KW. The consumer is availing power supply at LT side. The consumer has availed power supply since 04th Dec. 2015. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is getting power supply in 3-ph for which he has lodged complaint before TPWODL Customer Care through e-mail. A series of correspondence made between the complainant and Customer care authorities and till date the dispute is unresolved for which the complainant has knocked the door of the Forum.
2. The OP submitted that they have done field inspection & found that out of three-ph incoming cable, one-ph is not getting supply for which the consumer is facing difficulties in getting quality power supply. Also, advised to replace the incoming cable.
3. During the hearing process, the complainant requested the OP to provide the estimate amount towards cable cost so that they will get the approval from their higher authority for making payment or may provide the SoP for replacement of incoming 3-ph cable. The authorised representative was assured the Forum that they will serve the estimate to the complainant within three days with a copy to the Forum. But the OP fails with their assurance. The Forum was reviewed the matter on 13th Aug. 2024 with the OP and again undertakes that they will resolve the issue at the earliest. But till date, no compliance was received by the Forum. Such inactiveness of the OP is not tolerable. It is not understood, if such condition is with high valued 3-ph GPS consumers then what is the condition of other LT consumers. This sort of activity degrades the goodwill of the Licensee and faith of consumers.
4. Hence, the Forum is of the Opinion that the OP has not discharged his duties properly as per Electricity Act 2003 & OERC Regulation Code-2019 for which the OP is to serve the estimate towards replacement of 3-ph incoming cable.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code'2019.

The OP is directed to frame an estimate within three days towards replacement of 3-ph incoming cable in details and serve to the complainant for payment within next seven days.



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Madan Kumar Bala, C/o-Mahindra & Mahindra Financial Service Ltd, 1st Floor, K-Mart Building, At-Khadalpada, Near IDBI Bank, Po/Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, 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 Grievance Redressal Forums."