



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 393

Dated, the 28/03/2024

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/174/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Saroj Kumar Dash, S/o-Late Panchanan Dash, At-Majhipada, Hospital Chowck, Backside of Hanuman Temple, Po/Dist-Sonepur		Intending Consumer	9124311362
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	25.02.2024			
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				
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	16.03.2024			
9	Date of Order	28.03.2024			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/174/2024

Sri Saroj Kumar Dash, - **COMPLAINANT**
S/o-Late Panchanan Dash,
At-Majhipada,
Backside of Hanuman Temple,
Hospital Chowck,
Po/Dist-Sonapur
Con. No. Intending Consumer

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Sonapur

ORDER
(Dt.28.03.2024)

During hearing on dt.16.03.2024 the Complainant Sri Saroj Kumar Dash did not appear before the Forum whereas Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur appeared as opposite party.

The Complainant being an intending consumer has applied to provide a new service connection for supply of electrical energy to his premises at Majhipada, Sonapur vide his application bearing no. TPW10637404 dt.17.01.2024. Accordingly the personnel from TPWODL inspected his premises on dt.18.01.2024 and subsequently on dt.20.01.2024 having assured to provide the service connection within 02 days. Despite all such periodical assurance and his repeated approaches to competent authority, no step was taken in this regard till dt.27.01.2024. He therefore requested the Forum on such inactions of the licensee and do the needful in this regard.

The opposite party on the other hand submitted a written version dt.14.03.2024 which reveals that the matter was enquired by him and the power supply has already been released on dt.01.02.2024 after observing all departmental guidelines in this regard. He further requested the Forum to pass an order as deemed fit in this regard.

The Forum after going through the available documents placed before it, observed that;

1. The applicant had actually applied for providing a new service connection to his premises bearing plot / holding no. 2729 and ward no. 09 at Majhipada, Sonapur under domestic category for CD of 02 KW.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



2. Necessary payment is seen to have been deposited on dt.17.01.2024 but the supply was affected after little delay. Now the supply status is ok having released the power supply on dt.01.02.2024.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

Since the matter has already been solved and settled, the Forum is of the opinion not to proceed with the case further, rather to drop it.

The case is hereby dropped.

Case is disposed off accordingly.


K.S.PADHÉE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Saroj Kumar Dash, At-Majhipada, Back Side of Hanuman Temple, Hospital Chowck, Po/Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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.”