

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 1857 (4)

Date: 31/07/24

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/471/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nilamadhaba Samal C/O-Agro Polytechnic Centre, Deogarh At/Po-Purunagarh Dist-Deogarh-768119		NSC	
3	Respondent/s	S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.07.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	X
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	√	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	18.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Deogarh, TPWODL

Appeared

For the Complainant- Nilamadhaba Samal
C/O- Agro Polytechnic Centre, Deogarh
Represented by Dharitri Mehera



For the Respondent - SDO(Electrical), Deogarh, TPWODL.

GRF Case No- BRL/471/2024

Nilamadhaba Samal
C/O- Agro Polytechnic Centre, Deogarh
At/Po-Purunagarh
Dist-Deogarh
Consumer No.- NSC

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Nilamadhaba Samal appeared on behalf of Agro Polytechnic Centre, Deogarh on Dt. 28.05.2024 at the camp held at Division Office, DED, Deogarh and has submitted a written complaint on deposit of Estimated cost on 23.03.2017 for both Boys & Girls Hostel towards release of NSC under control of Agro-Polytechnic Centre, Deogarh & Krishi Vigyan Kendra, Deogarh. The complainant has submitted the copy of letter No 94 Dt.17.08.2023 issued by principal in favour of J.E, Electrical Office, Deogarh, copies of Estimates issued by ESO, Deogarh for Boys & Girls Hostel vide L No 290(3) & 284 (3) of Dt.14.09.2016, Money receipts for deposits on 23.03.2017 etc- referrer to order Dt. 31.05.2024 in GRF case No BRL/428/2024. Again, the complainant has appeared before this Forum in the camp court was held on 18.07.2024 & has raised objection on non-release of power supply to both hostels even after order of this Forum with prayer to provide power supply as quick as possible as in hostels students are staying with much difficulties.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the replay through Email Dt.23.07.2024 where stated that “ the power supply have been released to hostels (under the principal, Agro poly technic) on Dt. 20.07.2024 having SC No 4141-1413-1677 & 4141-1413-1676 as per order in GRF case no BRL/428/2024 Dt.31.05.2024.

OBSERVATION

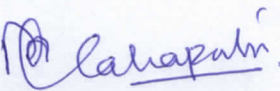
It is the displeasure of this Forum that although direction has already been given to release the power supply to both Boys & Girls hostel under Principal, Agro poly technic, Govt of Odisha but the opposite party has failed to do so to be treated as disobedience order of this Forum. On 18.07.2024, the complainant has appeared again before this Forum at camp in Deogarh Division where the E.E, DED, Deogarh was present. The complainant has expressed the agitation on non-release of power supply to both hostels even if after obtaining the order of the Forum. In this regards this Forum has asked the E.E, DED, Deogarh to clarify on the subject matter & why till date no action has been taken for providing power supply although there is order of this Forum. In replay E.E, DED, Deogarh was draw the opinion that in spite of initiation & intervention the NSC team could not generated the number as required for NSC purpose. This Forum was unhappy in the replay of E.E, DED, Deogarh but also understood that without generation of the number power supply cannot be effected which lies with NSC team of Corporate level. However, this Forum has been consider the matter seriously & directed to E.E, DED, Deogarh over the camp during hearing to process again. E.E, DED, Deogarh has taken it very seriously & extend the support as well as communicated in all level for its success. As came to know on


19.07.2024 the process was completed & the opposite party provided the power supply to both the hostels with generating consumer numbers for them. As reported by DM (Fin & Com) the power supply was effected on 20.07.2024 with consumer numbers 4141-1413-1677 & 4141-1413-1676.


The opposite party is always try to do the job proactively so that the benefit will be given to the consumer according to the rule frame for the purpose due to which the consumer displeasure/delay in providing service can be avoided to upgrade the good will of TPWODL. In no case delay can be accepted by this Forum except some exigency. It is advised to field officers of DED, Deogarh to complete the job with right direction without giving pain to any of complainant /consumer in coming days.

As verified the opposite party has already been done the job & released the power supply to both the hostels & hence, complied the order of this Forum with some delay as well as resolved the grievance of the complainant. Nothing is pending with opposite party in this case. Hence this case is hereby dismissed.

Accordingly, the case is disposed of.


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Nilamadhaba Samal, C/O- Agro Polytechnic Centre, Deogarh , At/Po-Purunagarh, Dist-Deogarh
 2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
 3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
 4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.orierc.org under the "head "Cases-> "GRF".)