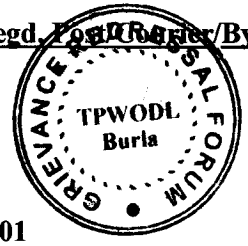


**Grievance Redressal Forum
TPWODL, BURLA**

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)



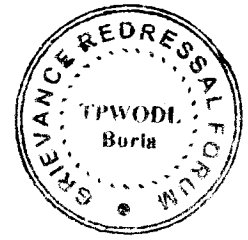
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1778 (4)

Date: 31/05/24

Present:

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

1	Case No.	BRL/428/2024			
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	28.05.2024			
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	28.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Nilamadhaba Samal
C/O- Agro Polytechnic Centre, Deogarh

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

GRF Case No- BRL/428/2024

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

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

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.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant has applied for NSC & accordingly estimates (02 Nos) were served by ESO, Deogarh for Boys & Girl Hostel under control of Agro-Polytechnic Centre, Deogarh & Krishi Vigyan Kendra, Deogarh the complainant in this case vide L No 290(3) & 284 (3) of Dt.14.09.2016 respectively for load of 3KW in each case with category PI. In reference to the estimates, the complainant has deposited the same to opposite party towards SD, SC charges & PF vide MR No B13266160 & SDA0456071 Dt.23.03.2017 for Girls' hostel of Rs.1525.00 & Rs.7558.00 respectively as well as MR No B13266161 & SDA0456072 Dt.23.03.2017 for Boys hostel of Rs. Rs.1525.00 & Rs.7558.00 respectively. Despite deposit of the estimated cost the Power supply has not been released by opposite party. During course of hearing the complainant has stated that due to non-completion of building & non-handover of building by contractor the process of availing power supply has not been pursued. However, the complainant has approached ESO, Deogarh to release the above NSC vide its L No 94 Dt.17.08.2023 but yet pending whose reasons were not explained clearly by opposite party & the complainant has shown the displeasure on the same. This Forum has gone through the documents submitted by the complainant & matter of facts obtain during hearing from both parties & convinced that the power supply has not been released by opposite party with out communicating the reasons to the complainant was not appropriate. The complainant being a Government applicant for availing power supply for Hostel to provide boarding facilities both Boys & Girls has been debarred from getting power supply with in time stipulation might be not a good symptoms as a service sector organization.

Hence it is the opinion of the Forum that the opposite party is liable to release the NSC to the complainant -to both hostels (Boys & Girls) to provide the boarding facilities to the students without further delay with in 03 Days from received the order of the Forum. However, the opposite party is also supposed to claim the additional amount towards SD/other cost if any (New estimate-Cost of old estimate) to the complainant soon after provide the power supply where the complainant is also liable to deposit the additional cost on claim within 15 Days on obtaining the demand notice from opposite party failing which the power supply to the premises may be disconnected by opposite party on serving DC notice as per law for lases of which the complainant is liable for loss or damage if occurred due to such activities.

ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.



1. The Opposite Party is directed to release the NSC to the complainant -to both hostels (Boys & Girls) to provide the boarding facilities to the students without further delay within 03 Days from received the order of the Forum and claim the additional amount towards SD/other cost if any (New estimate-Cost of old estimate) to the complainant soon after provide the power supply.
2. The complainant is directed to deposit the additional cost on claim within 15 Days on obtaining the demand notice from opposite party failing which the power supply to the premises may be disconnected on serving DC notice as per law and for lases of which liabilities for loss or damage if occurred will be not lying on opposite party.
- 3.
4. *Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.*

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

1. Nhamadhaba 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:Bhoingar, 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".)