

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



## Present:

|                          |     |                  |
|--------------------------|-----|------------------|
| Sri B.K.Singh            | ... | President        |
| Sri Pulakesh Dasbhaya    | ... | Member (Finance) |
| Sri Debendra Ranjan Sahu | ... | Co-Opted Member  |

|    |                                          |                                                                           |                                              |                                                      |            |        |
|----|------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------|------------|--------|
| 1  | Case No.                                 | <b>BGH/104/2026</b>                                                       |                                              |                                                      |            |        |
| 2  | Complainant                              | Name & Address:                                                           |                                              | Consumer No:                                         |            |        |
|    |                                          | Jagamohan Sahu                                                            |                                              | NSC                                                  |            |        |
|    |                                          | At-Dova, Jharbandh                                                        |                                              | Contact No.:                                         |            |        |
|    |                                          | Dist-Bargarh                                                              |                                              | 9668449890                                           |            |        |
| 3  | Respondent                               | Name                                                                      |                                              | Division                                             |            |        |
|    |                                          | SDO(Elect.), TPWODL, Jharbandh                                            |                                              | BWED, TPWODL, Bargarh.                               |            |        |
| 4  | Date of Application                      |                                                                           | 07.03.2026                                   |                                                      |            |        |
| 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                       |                                                                           | 07.03.2026                                   |                                                      |            |        |
| 9  | Date of Order                            |                                                                           | 04.05.26                                     |                                                      |            |        |
| 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:                 |                                                      |            |        |
|    | Jagamohan Sahu                           |                                                                           | SDO(Elect.), TPWODL, Jharbandh               |                                                      |            |        |

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Jharbandh Sub-division under Bargarh West Electrical Division on 07-03-2026, the complainant appeared before the Forum whereas SDO- Jharbandh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant had applied for a new service connection (NSC) on 17-12-2024 but due to some personal reason complainant rejects the NSC applied but no refund has been made by the respondent for the security deposit (SD) amount of Rs.3397.00. He requested for refund of SD amount and mentions about verbal complaint being made to the respondent earlier on.

### **Gist of Arguments made by the Parties**

Both parties were present in the hearing. The contentions made by the parties are as follows:

#### **1. Submission of the Complainant:**

1. The complainant submits that, no refund has been made by the respondent for the security deposit amount of Rs.3397.00 deposited on 17-12-2024.
2. He further submits that; he had made verbal complain to the respondent about the refund of SD.
3. He also requested the Forum to refund of SD amount.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted a written submission of SDO Jharbandh received on 02-05-2026.
- ii. The respondent also agreed upon the refund of SD amount of Rs. 3397.00 and mention that the refund process has already been initiated. However, the respondent requested the Forum to take appropriate decision as necessary.

### **Findings and observations 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant had applied for a new service connection (NSC) on 17-12-2024 but due to some personal reason complainant rejects the NSC applied but no refund has been made by the respondent for the security deposit (SD) amount of Rs.3397.00.
- b. As per submission made by the respondent, the refund process has already been initiated. It is pertinent to mention here that, the refund process is continuing for the last two years but no refund has been given to the complainant.
- c. Therefore, it is construed by the Forum that the Security amount of Rs. 3397.00 is to be refunded.

### **Directions of the forum**

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

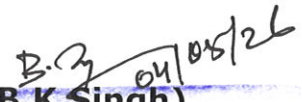
- The respondent is directed to refund the SD amount of Rs.3397.00 within one month from the date of issue of this order.

**The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.**

Accordingly, the case is disposed of.

  
(D.R. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/  
164 (9)

  
(P. Dasbhaya)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh)  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 04/05/26

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".*

This order can be accessed at TPWODL website [www.tpwesternodisha.com](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 104 of 2026.