

# 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/16/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Anil Kumar Debta		New Service Connection	
		At-Jogimunda,Barpali		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	13.01.2026			
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	13.01.2026			
9	Date of Order	31.01.26			
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:		
	Anil Kumar Debta Represented by Ajit Kumar Debta		SDO(Elect.), TPWODL, Barpali		

*B.K.*  
**PRESIDENT**  
Grievance Redressal Forum  
Bargarh-768028

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 13-01-2026, the complainant appeared before the Forum whereas SDO- Barpali 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 16-10-2022 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.6585.00. 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.6585.00 deposited on 16-10-2022.
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 Barpali received on 29-01-2026.
- ii. The respondent also agreed upon the refund of SD amount of Rs. 6585.00 and mention that the complainant has submitted the required documents on 22-01-2026. 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 16-10-2022 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.6585.00.
- b. As per submission made by the respondent, the complainant submitted the required documents for initiating the refund process of security deposit amount on 22-01-2026.
- c. Therefore, it is construed by the Forum that as the complainant had not submitted the required documents, initiation for refund of SD could not be stated.

### **Directions of the forum**

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

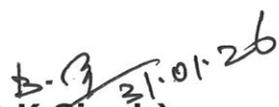
- The respondent is directed to initiate the SD refund process immediately and refund the SD amount of Rs.6585.00 within one month from the date of issue of this order.

**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/ 15

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

  
**(B.K. Singh)**  
PRESIDENT  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 31.01.26

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 16 of 2026.