

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.	BGH/24/2026			
2	Complainant	Name & Address:		Consumer No:	
		Gangasagar Pati		5121-2201-0291	
		At-College Road, Ward No-3 Bargarh		Contact No.: 9437065857	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.	
4	Date of Application	16.01.2026			
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	16.01.2026			
9	Date of Order	30.04.26			
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:			
	Gangasagar Pati	SDO(Elect.), TPWODL, Bargarh-I			


PRESIDENT
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ORDER



Brief Facts of the Case

During the spot hearing camp at SDO II Bargarh Electrical Sub-division under Bargarh Electrical Division on 16-01-2026, the complainant appeared before the Forum whereas SDO I Bargarh 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 27-09-2023 but due to some personal reason the complainant rejects the NSC applied but no refund has been made by the respondent for the security deposit (SD) amount of Rs.41721.00. 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 on dated 24-02-2026. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he had applied for a Three phase Domestic connection in his name on 27-09-2023 by paying Rs.41721.00. But due to some reason Three phase connection has not been provided and a single-phase connection has been provided in the name of his wife bearing consumer no. 512122010291.
2. He also requested the Forum to refund the security amount of Rs.41721.00 deposited against three phase connection.

2. Reply Submission of the Respondent:

- i. That, the Applicant namely Sri. Gangasagar Pati, College Road, Ward No. 3, Bargarh had earlier applied for a 3 Ph Domestic Connection and paid Rs.41721/- towards the charges applicable for the same new connection.
- ii. That, due to some unavoidable reason the supply could not be released as certified by the concerned S.D.O.
- iii. That, consequent upon receipt of application from the complainant, the undersigned had processed the refund of deposited amount with due observation of all official formalities.


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- iv. That, on Dt. 20.04.2026 the net refundable amount of Rs.41710.61 has already been transferred to the account of the applicant.



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 submits that, he had applied for a Three phase Domestic connection in his name on 27-09-2023 by paying Rs.41721.00. But due to some reason Three phase connection has not been provided and a single-phase connection has been provided in the name of his wife bearing consumer no. 512122010291.
- b. That, as per submission made by the respondent, on Dt. 20.04.2026 the net refundable amount of Rs.41710.61 has already been transferred to the account of the complainant.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the security deposit has already been refunded by the complainant, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
No. TPWODL, Bargarh-768028


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 20/04/26

Certified Copy to: 160⁽³⁾

- 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: Bhoingar, 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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 24 of 2026.