



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 295

Dated, the 28/03/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

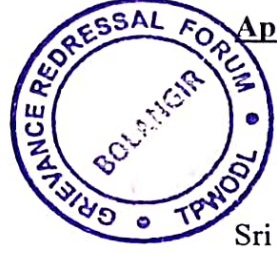
1	Case No.	Complaint Case No. BGR/185/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Dayasagar Mahakur, At-Kharalik, Po-Malisira, Via-Muribahal, Dist-Bolangir		912123052964	9778220673
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	22.02.2024			
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				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause			
		3. OERC Conduct of Business) Regulations,2004; Clause			
		4. Odisha Grid Code (OGC) Regulation,2006; Clause			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause			
		6. Others			
8	Date(s) of Hearing	16.03.2024			
9	Date of Order	28.03.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



**Appeared:**

**For the Complainant**

-Sri Dayasagar Mahakur

**For the Respondent**

-Sri Sushanta Kumar Behera, S.D.O (Elect.), Titilagarh

**Complaint Case No. BGR/185/2024**

Sri Dayasagar Mahakur,  
At-Kharalik,  
Po-Malisira,  
Via-Muribahal,  
Dist-Bolangir  
Con. No. 912123052964

-

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Titilagarh

-

**OPPOSITE PARTY**

**ORDER**  
**(Dt.28.03.2024)**

During hearing on dt.16.03.2024 the Complainant Sri Dayasagar Mahakur appeared before the Forum in person and Sri Sushanta Kumar Behera, S.D.O (Elect.), TPWODL, Titilagarh appeared as opposite party.

The Complainant bearing consumer no. 912123052964 in his written petition stated that an order was passed earlier by GRF in case no. 38/2022 issued on dt.15.02.2022 where it was directed to the opposite party for refund of the security deposit as per norms of the company after permanent disconnection of line in record. But unfortunately the order of GRF has not yet been carried out even though long two years have passed in the mean while. He therefore requested the Forum to carryout the same immediately and compensation as per rule be paid to him for delay made in execution of GRF order since no relief has yet been intended to him.

The opposite party on the other hand admitted the deficiency of service done to the Complainant and for the inaction in releasing the security deposit till to date even after issue of order by GRF prior to two years back in case no. 38/2022. However, he has taken care of the revision part but unfortunately could not refund the security deposit. He also assured to take immediate steps for disposal of the case and refund of the security deposit through FG which is presently under active process.

The Forum after going through the records observed that actually an order was passed in case no. 38/2022 on dt.15.02.2022 for revision of bill and to treat the connection as "permanent disconnected". The security deposit amount for Rs.6970/- paid on dt.05.01.2006 against estimate no. 171/06-07 was to be refunded to the Complainant immediately which has not yet done.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

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**PRESIDENT**



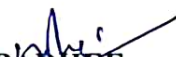
However, the opposite party assured the Forum to take up the matter immediately for refund of the security deposit and the Complainant was convinced with their version.

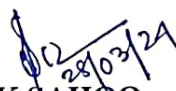
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

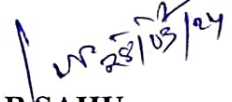
The refund of security deposit is to be done immediately as per departmental guidelines without any further delay.

Case is disposed off accordingly.

**Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.**

  
**K.S.PADHEE**  
**CO-OPTED MEMBER**

  
**P.K.SAHOO**  
**MEMBER (Fin.)**

  
**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Dayasagar Mahakur, At-Kharalik, Po-Malisira, Via-Muribahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, 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 within 30 days from the date of order of the Grievance Redressal Forums."**