

# 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/114/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		K.S Reddy		5122-2428-0255	
		At-Khirapali Canal,Kulunda Atabira,Dist-Bargarh		Contact No.: 7894522511	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.	
4	Date of Application	09.03.2026			
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	09.03.2026			
9	Date of Order	28.04.26			
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:			
	K. S Reddy	SDO(Elect.), TPWODL, Atabira			

**PRESIDENT**

Page 1 of 4

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 09-03-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2428-0255 with connected load of 1.00 KW. That the Complainant has raised objection regarding refusal for release of solar connection by the respondent for enforcement arrear despite the payment has been made. He requested for revision of bills 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, the respondent is refusing for release of solar connection for enforcement arrear despite the payment has been made.
2. He also submits that he has applied for his Name correction as per his Aadhar card but the same has also not been effected in his bill.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills and release solar connection.

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

- i. The respondent submitted the written submission on 24-04-2026.
- ii. That, Mr. K.S. Reddy bearing consumer No. 512224280255 earlier approached the office of the S.D.O. (E) Attabira Electrical Sub-division for settlement of provisionally assessed amount towards unauthorized use of power supply. But unfortunately, he was intimated the final settlement amount against consumer number 512225120254 with the same name of K.S. Reddy. Accordingly, the consumer has paid Rs. 12,309/- towards full and final settlement of the penalty amount.

**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

- 
- iii. That, the same issue was detected later on, when the consumer got a call from the concerned cell for payment of pending penalty. The consumer again approached the S.D.O., seeking clarification for such demand. On going through the details, it is revealed that the consumer bearing consumer No. 512224280255 has paid Rs. 12,309/- against the settlement amount of penalty charged against Mr. K.S. Reddy bearing consumer No. 512225120254.
- iv. That, further, as requested by the consumer, the SDO, Attabira processed the settlement of the penalty and settled it at Rs. 31,478.00. The consumer has also paid the balance amount of Rs. 19,170/- (31,478 – 12,309) on dated 08.09.2025. The same final assessment along with payment of Rs. 19,170/- has been duly updated in the system.
- v. That, the consumer had earlier approached this office for resolving the dispute, and necessary action has already been initiated at this end. However, due to some system glitch, the same has not yet been resolved. It is still under process and will be resolved at the earliest. The details regarding the dispute and intimation to the concerned authority are attached herewith for better clarification.
- vi. That, further, as far as his eligibility to avail RTS is concerned, it is pertinent to mention here that the consumer has not yet applied for RTS, but the undersigned do herewith undertake to process his application of RTS subject to compliance of all required formalities and will not be kept under hold due to the disputed arrear towards enforcement.
- vii. That, the consumer has applied for correction of his name in the bill with reference to his AADHAR card required for completing the process of application and for compliance of other required formalities. The same rectification is also under hold due to pending arrear. The undersigned has already taken initiative and now it is under process.

### **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 was assessed towards unauthorized use of power supply. But he was intimated the final settlement amount against consumer number 512225120254 with the same name of K.S. Reddy. Accordingly, the consumer has paid Rs. 12,309/- towards full and final settlement of the penalty amount.



- b. That, later on after detection of mistake done by the respondent, the final settlement of the penalty amount was settled Rs. 31,478.00, out of which an amount of Rs.12309.00 was already paid by the complainant. The balance amount of Rs.19170.00 was also paid by the complainant on 08-09-2025.
- c. It is noted by the Forum that, after closing of the enforcement case on 08-09-2025 by the complainant, no arrear should be there against him. But already more than 6 months have been passed, but respondent has not been able to resolve the issue created by him only. And it is pertinent to mention here that, the respondent is denying to release Roof Top Solar (RTS) under PM Suryaghar Yojana and change of name of the complainant for his own mistake and delay in resolving the issue.
- d. Therefore, it is construed by the Forum that the complainant should not be denied for release of RTS under PM Suryaghar Yojana and change of his name in the bill.

**Directions of the forum**

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

- The respondent is directed to post the amount of Rs.12309.00 against the complainant's consumer no. 512224280255 and close the enforcement case immediately.
- The RTS under PM Suryaghar Yojana is to be released if applied.
- The application for change of name in the bill is to be processed and complied immediately.

**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.

*(Signature)*  
**(D.R Sahu)**  
 Co-Opted Member  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 No. GRF/BGH/  
 150 (3)

*(Signature)*  
**(P.Dashbaya)**  
 Member (Finance)  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028

*(Signature)* 28/04/26  
**(B.K.Singh)**  
 PRESIDENT  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 Date: 28.04.26

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 114 of 2026.