

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/121/2026					
2	Complainant	Name & Address:		Consumer No:			
		Dingar Sahu, C/o-Nabin Sahu		5150-0103-1601			
		At-Lemdhar, Jaring, Bijepur		Contact No.:			
		Dist-Bargarh		8018282355			
3	Respondent	Name		Division			
		EE(Elect.), BWED, Bargarh, TPWODL.		BWED, TPWODL, Bargarh.			
4	Date of Application		12.03.2026				
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		12.03.2026				
9	Date of Order		22.05.2026				
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:			
	Dingar Sahu Represented by Nabin Sahu			SDO(Elect.), TPWODL, Bijepur			

ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 12-03-2026, the complainant appeared before the Forum whereas SDO Bijepur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0103-1601 with connected load of 2.00 HP. That the Complainant has raised objection regarding the non-posting of payment against his consumer number due to mis posting in another consumer number. 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, payments made by him against his consumer number has been wrongly posted in another consumer number due to same name.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the written submission received on 07-05-2026.
- ii. That, as per consumer complain that he has wrongly deposited electricity dues against consumer no. 5150-0103-8806 due to same name but without any documentary evidence of money receipts issued against such payments.
- iii. That, on scrutiny of the billing ledger it has been found that another consumer named Dingar Sahu bearing Consumer No. 5150-0103-8806 has availed power supply since 01-06-2020 under LT-/ Irrigation Pumping And Agriculture Category for Load 1.50 KW.
- iv. That, the complaint by consumer regarding wrongly paid amount will be adjusted after receiving of original money receipt.

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, as submitted by the respondent, the payments made by him against his consumer number 5150-0103-1601 has been wrongly posted in another consumer number 5150-0103-8806 due to same name.
- b. It is also admitted by the respondent that, misposting has been done due to same name of another consumer in the same area.
- c. However, the respondent has submitted that, the payment will be adjusted after receiving of original money receipt.

Directions of the forum

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

- The respondent is directed to deduct all the payments made by the complainant after 01-06-2020 on production of original money receipts as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

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.


Co-opted Member
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Co-Opted Member

No. GRF/BGH/

176 (3)


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

Date:

22.05.2026

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 121 of 2026.