

# 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/25/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Smt Laxmi Sahu		5153-0201-0313	
		At-Bijepur, College Road, In Front of Govt Hospital		Contact No.:	
		Dist-Bargarh		9937745598	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bijepur		BWED-II, TPWODL, Bargarh.	
4	Date of Application	19.01.2026			
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	19.01.2026			
9	Date of Order	20.02.26			
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:		
	Smt. Laxmi Sahu Represented by Tahsil Sahu		SDO(Elect.), TPWODL, Bijepur		

  
**PRESIDENT**

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

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Bijepur Electrical Sub-division under Bargarh West Electrical Division on 19-01-2026, 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- Domestic consumer having consumer No. 5153-0201-0313 with connected load of 4.00 KW. That the Complainant has raised objection regarding the display of the name in the electricity bill as "Mrs. SMT" only instead of Full Name "SMT. LAXMI SAHU". He requested for correction of name and mentions about 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 display of the name in the electricity bill is showing as "Mrs. SMT" only instead of Full Name "SMT. LAXMI SAHU".
2. He also submits that, the complaint was given one year ago but no action has been taken by the respondent till date rather than asking him various documents from time to time.
3. He also requested the Forum for correction of name.

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

- i. The respondent submitted the scan copy of electricity bill for the month of Nov-Dec'2015 along with application of the consumer and money receipt with the estimate copy dated 25-10-2004.
- ii. The respondent also agreed that from date of supply the name in the electricity bill was correct but due to data migration there was probable cause of name was changed from Smt. Laxmi Sahu to Smt. only. 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 has been given power supply on 24-10-2004 in the name of Smt. Laxmi Sahu and it is noted by the Forum from the copy of electricity bill for the month of Nov-Dec'2015 that the Name shown in the bill of consumer no. 515302010313 is SMT. LAXMI SAHU.
- b. It is also noted by the Forum that the name mentioned in the service connection estimate and in the money receipt for SC fee and SD is SMT. LAXMI SAHU.
- c. As per submission made by the respondent that the error could have happened during data migration due to which the name has been changed from SMT. LAXMI SAHU to Mrs. SMT.
- d. It is a matter of concern that due to the fault of respondent the name has been deleted for which the complainant is suffering from the last one year. The matter could have been solved by referring it to the IT department to check the data before and after migration and necessary correction could have been done at their end within a week. But instead of crosscheck and correction at their end the respondent is asking various documents from the complainant.
- e. Therefore, it is decided by the Forum that the name in the bill of consumer no. 515302010313 is to be corrected to SMT. LAXMI SAHU instead of Mrs. SMT within 10 days.

## **Directions of the forum**

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

1. The name in the bill of consumer no. 5153-0201-0313 is to be corrected to SMT. LAXMI SAHU instead of Mrs. SMT.

**The Opposite party is directed to submit the compliance report to this Forum within 10 Days from the date of issue of this order.**

  
**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768023



Accordingly, the case is disposed of.

  
**(D.R. Sahu)**  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/  
27(3)

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

  
**(B.K. Singh)**  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 20.02.26

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 25 of 2026.