



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 66

Dated, the 29/01/2025

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member

1	Case No.	Complaint Case No. BGR/38/2025																										
2	Complainant/s	Name & Address Sri Durga Madhab Meher, At/Po-Tendapadar, Via-Patnagarh, Dist-Bolangir	Consumer No 912001025208	Contact No. 9437329560																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.01.2025																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	21.01.2025																										
9	Date of Order	29.01.2025																										
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: Camp Court at Bhainsa



Appeared:

For the Complainant -Sri Durga Madhab Meher
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/38/2025

Sri Durga Madhab Meher,
At/Po-Tendapadar,
Via-Patnagarh,
Dist-Bolangir
Con. No. 912001025208

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.29.01.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Durga Madhab Meher who is LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that he has made payment of ₹ 4,565/- on 27th Mar. 2019 which has not been deducted. He has filed his grievances for deduction of payment from the arrear outstanding. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 21.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The complainant represented that he has made payment of ₹ 4,565/- on 27th Mar. 2019 which has not been deducted from the energy bill. He has requested to sort-out the issue so that he will be able to make payment of electricity bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since May-2018. The payment dispute raised by the complainant for the payment done in 27th Mar. 2019 of ₹ 4,565/- is a genuine dispute. The consumer was made payment of the said amount on 27th Mar. 2019 against MR no. B5/1128090 but due to error in data punching, the said amount was punched against cons. no. 9120-0102-5268 in stead of 9120-0102-5208.

Considering the above, the OP requested before the Forum for revision of previous disputed bill and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 02nd May 2018. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that he has made payment of ₹ 4,565/- on 27th Mar. 2019 which has not accounted and shown as arrear against his connection.

The OP admitted the complaint and submitted that at the time of punching of payment data, the said amount has been posted under consumer no. 9120-0102-5268 in stead of 9120-0102-5208.

In the instant case, the OP has taken initiative step and verify the payment file of Mar.-2019 on the spot and intimated that this is a case of mis-posting which needs to be rectified to resolve the consumer grievances. The Forum appreciated such proactive action of OP.

The Forum has analysed the case with available documents and observed that the contention of the complainant is true which needs to be rectified. The details are,

AMT. PAID (₹)	DATE OF PAYMENT	MR NO.	CONS. NO. PUNCHED	CONS. NO. TO BE PUNCHED
4565	27-03-2019	B5/1128090	9120-0102-5268	9120-0102-5208

2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 24,845.15p upto Dec.-2024.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

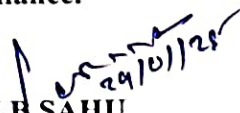
The payment of ₹ 4,565/- made by the consumer on 27th Mar. 2019 vide MR no. B5/1128090 must be credited against the consumer. Also, the said amount must be debited against cons. no. 9120-0102-5268.

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 Durga Madhab Meher, At/Po-Tendapadar, Via-Patnagarh, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."