



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/ 609⁽⁶⁾

Dated, the 19/08/2025

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/447/2025																										
2	Complainant/s	Name & Address Sri Saroj Ranjan Neora, For Sarojini Neora, At-Debang, Po-Patrapali, Via-Muribahal, Dist-Bolangir	Consumer No 912213083954	Contact No. 7978882499																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	13.08.2025																										
5	In the matter of-	<table border="1"><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 border="1"><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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6. Others																												
8	Date(s) of Hearing	13.08.2025																										
9	Date of Order	19.08.2025																										
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 Muribahal



Appeared:

For the Complainant - Sri Saroj Ranjan Neora
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/447/2025

Sri Saroj Ranjan Neora,
For Sarojini Neora,
At-Debang, Po-Patrapali,
Via-Muribahal, Dist-Bolangir
Con. No. 912213083954

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.19.08.2025)

During Camp Court hearing at Muribahal on 13th Aug. 2025, the Complainant Shri Saroj Ranjan Neora was present & Shri Sanjay Tirkey, SDO-Kantabanji was also present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Saroj Ranjan Neora who is LT-Dom. consumer availing a CD of 1 KW. He has disputed that he has made payment of ₹ 1,000/- on 25th Feb. 2022 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 : 13.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The complainant represented that he was made payment of ₹ 1,000/- on 25th Feb. 2022 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-Dom. consumer availing power supply since Apr-2021. The payment dispute raised by the complainant for the payment done in 27th Mar. 2019 of ₹ 4,565/- is a genuine dispute. The consumer has made payment of the said amount on 25th Feb. 2022 against RCS MR no. B9122068413202201 but due to technical glitch, the said amount has not yet been adjusted against the said consumer.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 05th Apr. 2021. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The representative of the consumer represented that he has made payment of ₹ 1,000/- on 25th Feb. 2022 which has not been accounted for and shown as arrear against his connection. The complainant submitted the MR copy against payment made vide RCS MR no. B9122068413202201 (copy of MR taken into record).

The OP admitted the complaint and submitted that due to some technical glitch, the said amount has not yet adjusted against the consumer and pending which needs to be adjusted.

The Forum has analysed the case with available documents and observed that this is a technical glitch and also non-posting of payment done by the consumer on 25th Feb. 2022 with ₹ 1,000/- which needs to be taken into account. The details are,

AMT. PAID (₹)	DATE OF PAYMENT	MR NO.
1000	25-02-2022	B9122068413202201


2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,820.60p upto Jul.-2025.

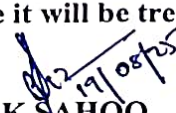
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The payment of ₹ 1,000/- made by the consumer on 25th Feb. 2022 vide MR no. B9122068413202201 must be credited against the consumer.

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. PAIDHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Saroj Ranjan Neora, At-Debang, Po-Patrapali, Via-Muribahal, Dist-Bolangir-767037.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."