



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/

756

Dated, the

22/10/2025

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/535/2025																										
2	Complainant/s	Name & Address		Consumer No	Contact No.																							
		Sri Rajat Bachha, For Sri Hara Bachha, At/Po-Chandotara, Dist-Bolangir		912124053489	9556205333																							
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																								
4	Date of Application	15.10.2025																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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="2">15. Others (Specify) –</td><td></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	15.10.2025																										
9	Date of Order	22.10.2025																										
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 Sindhekela

Appeared:

For the Complainant -Sri Rajat Bachha
For the Respondent -Sri Binay Ku. Panigrahi, S.D.O (El.), Titilagarh

Complaint Case No. BGR/535/2025

Sri Rajat Bachha,
For Sri Hara Bachha,
At/Po-Chandotara, Dist-Bolangir
Con. No. 912124053489

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.10.2025)

During Camp Court hearing at Sindhekela Section office on 15th Oct. 2025, the representative of the consumer Shri Rajat Bachha was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Rajat Bachha who is LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that he has made payment of ₹ 3,860/- on 27th Nov. 2021 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 : 15.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that he has made payment of ₹ 3,860/- on 27th Nov. 2021 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 Mar-2021. The payment dispute raised by the complainant for the payment done in 27th Nov. 2021 of ₹ 3,860/- is a genuine dispute. The consumer was made payment of the said amount on 27th Nov. 2021 against MR no. B5/8134137 but due to wrong punching, the said amount has not yet adjusted against the said consumer.

CO-OPTED MEMBER

MEMBER (Fin.)

Page 2 of 3

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 0.5 KW. The consumer has availed power supply since 19th Mar. 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 was made payment of ₹ 3,860/- on 27th Nov. 2021 which has not accounted and shown as arrear against his connection. The complainant submitted the MR copy against payment made vide MR no. B5/8134137 (copy of MR taken into record).

The OP admitted the complaint and submitted that due to wrong punching of MR, 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 wrong posting case. The said amount has been punched against cons. no. 9121-2405-3989 which is not exists and the said amount is pending under "SUSPENSE ACCOUNT" till date. The non-posting of payment done by the consumer on 27th Nov. 2021 with ₹ 3,860/- which needs to be taken into account. The details are,

AMT. PAID (₹)	DATE OF PAYMENT	MR NO.	CONS. NO. PUNCHED	CONS. NO. TO BE PUNCHED
3860	27.11.2021	B5/8134137	9121-2405-3989	9121-2405-3489

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 ₹ 3,860/- made by the consumer on 27th Nov. 2021 vide MR no. B5/8134137 is a case of mis-posting and must be credited against the consumer in the next monthly bill.

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 Rajat Bachha, At/Po-Chandotara, Dist-Bolangir-767005.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bholuagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."