



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Sambit Kumar Nanda (President),

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

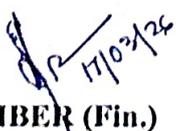
Memo No.GRF/BGR/Order/ 145

Dated, the 17/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/91/2026		
2	Complainant/s	Name & Address Sri Mahadeba Meher, For Sri Bhikari Meher, At-Guchapali, Po-Telenpali, Via-Khaprakhhol, Dist-Bolangir	Consumer No 912314151493	Contact No. 7894386028
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
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			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u> 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		
8	Date(s) of Hearing	09.03.2026		
9	Date of Order	17.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)


PRESIDENT

Place of Hearing: Camp Court at Khaprakhhol



Appeared:

For the Complainant

-Sri Mahadeba Meher

For the Respondent

-Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/91/2026

Sri Mahadeba Meher,
For Sri Bhikari Meher,
At-Guchapali, Po-Telenpali,
Via-Khaprakhhol, Dist-Bolangir
Con. No. 912314151493

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.17.03.2026)

During Camp Court hearing at Khaprakhhol Section office on 09th Mar. 2026, the representative of the consumer Shri Mahadeba Meher was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Mahadeba Meher who is LT-Dom. consumer availing a CD of 2 KW. He has disputed that he was made payment of ₹ 5,000/- on 31st Dec. 2019 which has not been deducted against the energy bill. 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.

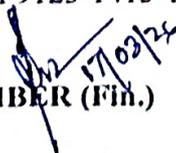
PROCEEDING OF HEARING DATED : 09.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The complainant represented that he was made payment of ₹ 5,000/- on 31st 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-Dom. consumer availing power supply since Feb.-2006. The payment dispute raised by the complainant for the payment done in 31st Mar. 2019 of ₹ 5,000/- is a genuine dispute. The consumer was made payment of the said amount on 31st Mar. 2019 against MR no. B5/1354046 but due to wrong punching of consumer no., the same has been credited to 9123-1406-0136 instead of 9123-1415-1493.


MEMBER (Fin.)


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 2 KW. The consumer has availed power supply since 20th Feb. 2006. 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 ₹ 5,000/- on 31st Mar. 2019 which has not accounted and shown as arrear against his connection. The complainant submitted the MR copy against payment made vide MR no. B5/1354046 (copy of MR taken into record).

The OP admitted the complaint and submitted that due to wrong punching of consumer no., the said amount has been credited to 9123-1406-0136 instead of 9123-1415-1493 which needs rectification.

The Forum has analysed the case with available documents and observed that this is a clear case of mis-posting. The amount of ₹ 5,000/- paid by the complainant on 31st Mar. 2019 has been wrongly credited to 9123-1406-0136 instead of 9123-1415-1493. The details are,

AMT. PAID (₹)	DATE OF PAYMENT	MR NO.	ACTUAL CONS. NO.	WRONGLY PUNCHED CONS. NO.
5000	31-03-2019	B5/1354046	9123-1415-1493	9123-1406-0136

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 5,155.65p upto Jan.-2026.

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 OP is directed to give credit of ₹ 5,000/- against the energy bill for MR no. B5/1354046, dated 31st Mar. 2019 and give debit advice to cons. no. 9123-1406-0136 of the same amount.

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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to :-

1. Sri Mahadeba Meher, At-Guchapali, Po-Telenpali, Via-Khaprakhhol, Dist-Bolangir-767028.
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."