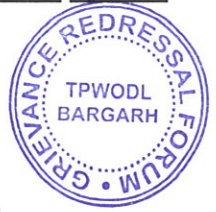


**Grievance Redressal Forum  
TPWODL, BARGARH**

First Floor, Raymond Building, Bandutikra Chowk,  
Bargarh, Pin- 768028

Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135

**Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)**



Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 094

Date: 08.01.2025

**Present:** Sri B. K Singh (President),  
Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/138/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kunti Thela C/o Uttam Kumar Agrawal At-Padampur Road, Near Omm Shanti Mandir, Sohela Dist-Bargarh, Pin-768033		5153-0103-0664	
3	Respondent/s	SDO(Electrical), Sohela, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	24.12.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code, 2019 √ 2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 3. OERC Conduct of Business) Regulations, 2004 4. Odisha Grid Code (OGC) Regulation, 2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 6. Others			
8	Date(s) of Hearing	24.12.2024			
9	Date of Order	08.01.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Office of Sub-Divisional Officer, Sohela, TPWODL.

**Appeared**

**For the Complainant-** Kunti Thela

Represented by Sri Uttam Kumar Agrawal

**For the Respondent -** SDO (Elect.), Sohela, TPWODL.

**GRF Case No- BGH/138/2024**

Kunti Thela

C/o Uttam Kumar Agrawal,

Near Omm Shanti Mandir, Padampur Road, Sohela

Dist- Bargarh

Consumer No.- 5153-0103-0664

**VRS**

(1) SDO(Elect.) Sohela, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE/PETITION FILED**

The Complaint petition filed in the name of Kunti Thela, Near Omm Santi Mandir, Sohela, represented by Sri Uttam Kumar Agrawal emphatically objected about non posting of a total amount of Rs. 2,098/- against his SC No. 5153-0103-0664, which was paid by him vide M.R No. "4380142", dt. 29.09.17, M.R No. "4231085", dt. 25.08.17 & M.R No. "0184075", dt. 30.01.2017. In this context, the complainant has submitted the copies of above mentioned money receipts. Hence, the complainant prayed before the Forum to direct the Opposite Party to update the payment details to his account.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party couldn't submit any document in this case.

**OBSERVATION/FINDINGS OF THE FORUM**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5153-0103-0664 having CD-02 KW, under LT-Domestic category, under ESO Sohela-I. The initial date of power supply to the complainant was effected on dt. 25.06.2016.

As averred by the complainant, he has made payment of total amount of Rs. 2,098/- vide M.R. No. 4380142, dt. 29.09.17 (amounting Rs. 1,536/-), M.R No. 4261085, dt. 25.08.2017 (amounting Rs. 362/-) and M.R No. 0184075, dt. 30.01.2017 (amounting Rs. 200/-). It is found from the ledger abstract that, no payment has been updated against the complainant's account with reference to the aforementioned Money Receipts. It was observed that, the claim regarding non adjustment of above payments made pertained to the year 2017 and the complainant could have explored the complaint handling procedure before the Opposite Party to settle the grievances in earlier occasions.

Therefore, the Forum construed that, the Opposite party is required to examine the case in detail and update the details of payments made by the complainant to the consumer billing database subject to production of such Money Receipts in Original.



## ORDER



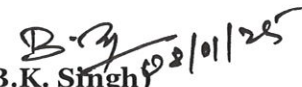
Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to take necessary action to update the details of payments made by the complainant vide M.R. No. "4380142", dt. 29.09.17, M.R No. "4261085", dt. 25.08.2017 and M.R No. "0184075", dt. 30.01.2017 to the billing database subject to production of the said Money Receipts in Original by the complainant before the Opposite Party, If the complainant failed to produce the proof of such payment in original within one month of the issue of the order, his claim would be forfeited in the absence of such receipts and the case would summarily be treated as complied accordingly.

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

Accordingly, the case is disposed of.

  
MEMBER  
(S. Tripathy)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Copy to:

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

1. Kunti Thela, C/o Uttam Kumar Agrawal, Near Om Shanti Mandir, Padampur Road, Sohela, Dist- Bargarh, Pin-768033.
2. Sub-Divisional Officer (Elect.), Sohela, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website, [Tpwesternodisha.com](http://Tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 138 of 2024)