

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh ... President
Sri Pulakesh Dasbhaya ... Member (Finance)
Sri Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/148/2026				
2	Complainant	Name & Address:		Consumer No:		
		D. Satibabu		5120-0101-0345		
		At-Baramchari, W.N-16		Contact No.:		
		Dist-Bargarh		9439696969		
3	Respondent	Name		Division		
		Executive Engineer (Elect.),BED, Bargarh TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application		19.03.2026			
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		42(5)			
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			155 & 157	
8	Date(s) of Hearing		19.03.2026			
9	Date of Order		21.04.26			
10	Order in favour of	Complainant	√	Respondent	Others	
11	Details of Compensation awarded, if any.			Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:			
	D Satibabu Represented by D. Venkatesh		SDO(Elect.), TPWODL, Bargarh-II			

ORDER



Brief Facts of the Case

During the spot hearing at Tora electrical section of SDO II Bargarh under Bargarh Electrical Division camp on 19-03-2026, the complainant appeared before the Forum whereas SDO II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5120-0101-0345 with connected load of 09.00 KW. That the Complainant has raised objection regarding non posting of payment made through online transfer on 04-04-2021. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he has paid Rs.25435.83 on dated 04-04-2021, but it is wrongly paid to TPNODL. Against this issue, he has raised an online complain No. 110621000005 and 300721000021. He has also mailed to TPNODL and TPWODL for the settlement.
2. The complainant has also submitted copies of Emails to TPNODL, TPWODL and Federal Bank, Bargarh Branch and bank statements
3. He also requested the Forum to consider his case and the unposted amount may be deducted from his bill.

2. Reply Submission of the Respondent:

- i. That, the consumer namely Mr. D. Sathibabu, Bargarh under Electrical Section Bargarh-I is a consumer bearing No. 512001010345 under LT Domestic Category and having CD of 9.00 KW.
- ii. That, the consumer has complained regarding non-posting of payment made through online transfer on Dt. 04.04.2021.
- iii. That, as far as his payment of Rs. 25,435.83 through online transfer is concerned, it is worth mentioning here that the consumer had earlier


PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

approached this office with the same issue of non-posting of payment. As verified from the narration in the transaction of the same amount, it is mentioned as North Eastern Electric and no such resemblance found with the name either WESCO or TPWODL or NESCO or TPNODL.



- iv. That, earlier, the undersigned has tried a lot to trace the transaction as claimed by the consumer. The consumer has been advised to approach his Bank to trace the account to which the amount has been transferred, so that the transaction can be traced.

Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has paid an amount of Rs. 25,435.83 through online transfer via www.odishadiscoms.com site which was being used by the respondent for online payment transfer. In support of his transaction the complainant has also submitted the copy of bank statement. But due to wrong entry, the same amount has been transferred to North Eastern Electric (as mentioned in the bank statement) instead of TPWODL.
- b. The complainant has emailed several times to customer care TPNODL and TPWODL for settlement of the issue but till date no settlement has been done by the respondent.
- c. It is worth to mention here that, in this digital era, when the respondent is promoting it's consumers for digital payment, a single digital payment could not be traced for 5 long years. The Forum feels that this type of incident not only discourage the consumers for digital payment but also leaves a question mark on customer service of the respondent.
- d. As per submission of the respondent, it is mentioned in the transaction as North Eastern Electric and no such resemblance found with the name either WESCO or TPWODL or NESCO or TPNODL. But it is noted by the Forum that, the transaction made in www.odishadiscoms.com site was for four discoms of odisha only out of which NESCO (North Eastern Electricity Supply Company of Odisha) was there. The name showing in the bank statement as "North Eastern Electric" may be due to the limited space available to show. But respondent has not shown any interest to verify the transaction with TPNODL.

- e. Rather it could have been better to enquire TPNODL for any suspense transaction of Rs. 25,435.83 on 04-04-2021 and to inform the complainant about the status so that the complainant could have gone for other modes to solve the dispute. But not a single mail has been sent from the respondent to TPNODL for the complaint.
- f. As per submission of the respondent, he has tried a lot to trace the transaction as claimed by the consumer. But in support of his submission the respondent failed to submit any documents to the Forum.
- g. As the complainant is a high value consumer and his intention was to pay his electricity dues of TPWODL, the respondent should send an official email to TPNODL regarding the status of the transaction and give an affirmative answer to the complainant.



Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,

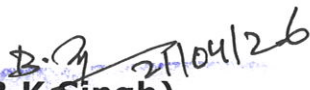
- The respondent is directed to enquire the matter about whether the amount has been deposited in TPNODL account or not.
- If deposited, the respondent is directed to adopt refund process or to adjust the amount in subsequent bills.

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.


(D.R Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
122(3)


(P. Dasbhaya)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 21.04.26

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 148 of 2026.