



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/ 804⁵

Dated, the 30/08/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/484/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Rajat Sahoo, At-Rishabha Nagar, Highschoolpara, Po-Titilagarh, Dist-Bolangir	912131010188	9437090526
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	30.07.2024		
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	08.08.2024	14.08.2024	
9	Date of Order	30.08.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

Padhee
CO-OPTED MEMBER

804⁵
MEMBER (Fin.)

Sahu
PRESIDENT

Place of Hearing: Camp Court at Titilagarh

Appeared:

For the Complainant -Sri Rajat Sahoo

For the Respondent -Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh



Complaint Case No. BGR/484/2024

Sri Rajat Sahoo,
At-Rishabha Nagar,
Highschoolpara,
Po-Titilagarh,
Dist-Bolangir
Con. No. 912131010188

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Rajat Kumar Sahoo who is LT-Dom. consumer availing a CD of 3.5 KW. He has disputed that someone is paying his electricity bill in digital mode from Apr-2024 onwards. He has filed his grievances to trace out the person who is making payment. The complainant needs suitable bill revision for the said period.

Initially, the case was listed for hearing on 08th Aug. 2024 but on dated 06th Aug. 2024, the complainant submitted a request letter for deferment of case date as he will not be available on that date due to some medical issue. Considering this, next date was fixed on 14th Aug. 2024 where the Forum will hear the matter at Titilagarh Camp Court. Accordingly, notice was issued to both the parties to remain present on the said date with relevant documents.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 14.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that somebody is making payment of electricity bill digitally in his account without his knowledge from Apr-2024 onwards. He requested to sort-out the issue so that he will be able to make payment of electricity bill.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 3 of 4

PRESIDENT

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 Aug-2011. The payment dispute raised by the complainant for the payment done by someone through digital mode from Apr-2024 onwards. This issue was forwarded to Corporate office finance wing as well as TPWODL banker but they have intimated that as it is a digital transaction and done through BILL DESK gateway, the concerned bank cannot disclose the customer details as per their banking norms.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3.5 KW. The consumer has availed power supply since 18th Aug. 2011. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that somebody is making payment of his electricity bill digitally from Apr-2024 onwards for which he is facing difficulty in making payment of his own bill. He requested before the Forum to redress his grievance. The payment details are,

PAYMENT DATE	SOURCE	AMT. PAID (in ₹)
18-07-2024	Wallet	1068
19-06-2024	Wallet	1869
16-05-2024	Wallet	1382
20-04-2024	Wallet	1463
10-04-2024	Wallet	692
TOTAL PAID AMT.		6474



The OP submitted that they have taken initiatives against the complaint and requested before the Corporate finance wing & TPWODL banker to provide the details where the payment is coming but the bank refused to provide as it is a digital mode of payment, the bank cannot disclose the customer details due to their banking norms.

The matter was discussed elaborately during the course of hearing but as the bank has refused to provide the details, the OP cannot do anything. However, as a stop-gap arrangement, it is decided that the total amount paid by the unknown person from Apr-2024 to Jul-2024 of ₹ 6,474/- is to be debited so that the consumer will make payment. Also, the said amount ₹. 6,474/- will be kept in suspense account till claimed by the payee.

Both the parties were agreed with this temporary arrangement.

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.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The payment credited to the complainant account of ₹ 6,474/- must be debited as he has not made the payment. On the other hand, the said amount of ₹ 6,474/- must be kept in suspense account for future settlement.

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 Sahoo, At-Rishabha Nagar, High School Para, Po-Titilagarh, Dist-Bolangir.
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.

"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."