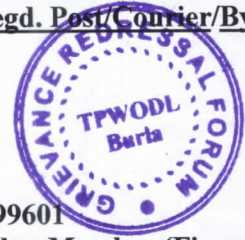


Grievance Redressal Forum  
TPWODL, KHETRAJPUR

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Khetrajpur, Sambalpur, Pin- 768017

Email: [grf.Khetrajpur@tpwesternodisha.com](mailto:grf.Khetrajpur@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1880(4)

Date: 31/07/24

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/330/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Reetu Jain C/o- Dinesh Jain At-Opposite of SBI,Barabazar, Po- Khetrajpur, Dist- Sambalpur.		4116-2210-0401	9090019190
3	Respondent/s	SDO(Electrical), Khetrajpur,TPWODL,			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	02.05.2024			
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	29.05.2024	11.06.2024/12.07.2024		
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	NIL			



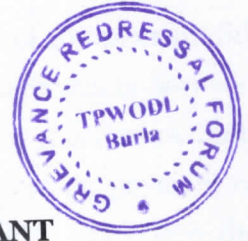
**Place of Camp:** GRF Office, TPWODL, Burla.

**Appeared**

**For the Complainant-** Reetu Jain

Represented by Dinesh Jain

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



**GRF Case No- BRL/330/2024**

**COMPLAINANT**

(1) Reetu Jain  
C/o- Dinesh Jain  
At-Opposite of SBI, Barabazar,  
Po- Khetrajpur,  
Dist- Sambalpur.  
Consumer No.- 4116-2210-0401

**VRS**

**OPPOSITE PARTY**

(1) SDO(Elect.), Khetrajpur, TPWODL

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Reetu Jain bearing Consumer No **4116-2210-0401** represented by Dinesh Jain under SED, TPWODL, Sambalpur stated cancellation of money receipt no. B14116002110202207 issued on 23.08.2022 of Rs 6893/-.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted copy of money receipt dtd. 23.08.2022, screen shot of e-mail to DFM(Com), SED, screen shot copy of punched sundry, ledger data from Jan'2022 to Apr'2024, Details of reverse of Rs 6893/- to wallet and w/s in this case.

**OBSERVATION**

The case is pursued with all documents available in records and merit of the case. On examining the case in details, the Forum observed that a money receipt no. B14116002110202207 was issued on 23.08.2022 of Rs 6893/- and for that a message was communicated to the complainant as well as the original money receipt also has been handed over to the complainant. On going through the records as well as hearing it came to the notice of the Forum that the complainant has paid Rs 800/- on 23.08.2022. Seen the documents of both parties where it is found that the bill collector has issued the money receipt on 23.08.2022 bearing sl. no. B14116002110202207 to the complainant for Rs 6893/- but actually the payment was for Rs 800/-. Soon after the same came to the knowledge of the bill collector immediately intimated to authorities of licensee about issue of this money receipt more than that for received amount but the original money receipt has handed over to the complainant and the complainant after receiving the money receipt left the place despite knowing the material facts. Immediately the bill collector/ authorities of licensee have contacted to the complainant and requested to return the original money receipt but the complainant did not turn to do so. The complainant is claiming Rs 6893/- towards payment of Electricity dues on the strength of the original money receipt and followed by the messages communicated earlier might be incorrect and beyond of law. The complainant also raised objection on debit sundry for Rs 6893/- effected in billing at present day although the matter is relating to 05.09.2022 after lapses of more than one and half year and approached to this Forum. In this regard, the w/s, documents of opposite party are taken into consideration wherein in Annex-6, a statement relating to mis-posting and non-posting was submitted and found that there are 02 nos of mis-posting and 04 nos of -wrong punching are there. All the 06 cases have been taken care for rectification either Cr/Dr as per



requirement which was certified by SDO, DM(F& C) and approved by EE,SED,Sbp after due verification of material facts and the documents. During the course of hearing, the representative of complainant Sri Jain has been asked about the amount of payment but in reply he said that the payment was in between 800-2800 and not confirmed about the payment amount despite repeated questions by this Forum. Smt. Jain was also present during hearing and repeatedly asked about the amount involved on payment of electricity dues but could not answered satisfactorily which forced to the Forum to disbelieve the payment so made by the complainant of Rs6893/-. From the hearing, in the presence of the opposite party it has been seen that the complainant is trying to obtain a favourable order by giving false statement on the payment amount taking the plea of message and original money receipt are denied by this Forum and not extended the co-operation to opposite party in spite of several pursuance.

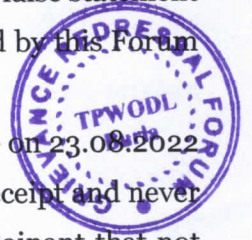
Hence, the Forum is in the opinion that the complainant has not paid of Rs 6893/- on 23.08.2022 vide money receipt no. B14116002110202207 although handed over the original money receipt and never returned to opposite party despite request as the material facts has known to the complainant that not paid the above amount which was issued wrongly due to wrong punching of the amount by bill collector and later on reversed in billing by cancellation of the original money receipt as well as effecting the Dr sundry soon after its detection in the billing to be treated as correct and w.r.t regulation/law. Further, it is concluded that the complainant has paid of Rs 800/- but till time neither money receipt issued by opposite party nor any credit sundry given in billing is a matter of great concerned. The opposite party in 1<sup>st</sup> instance <sup>should</sup> give the credit for Rs800/- either issuing money receipt or through account adjustment but in later stage to be recovered from the agencies who is doing the job of revenue collection to compensate the loss of the organisation/licensee with warning to the agency not to repeat such practice and keep attention before issue of money receipt to the consumer. In case of wrong punching, do not handed over the original money receipt/if handed over collect immediately from the complainant to avoid such litigation as well as for cancellation of money receipt reverse message may to be communicated for confirmation so that the plea of message and original money receipt will be not with the consumer. The complainant is liable to pay the dues stands in the above consumer no.

### **ORDER**

*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*

*1. Both parties are directed to act as per following guidelines: -*

- i. The complainant has not paid of Rs 6893/- on 23.08.2022 vide money receipt no. B14116002110202207 although handed over the original money receipt by Opposite party and never returned to opposite party despite request as the material facts has known to the complainant that not paid the above amount which was issued wrongly due to wrong punching of the amount by bill collector and later on reversed in billing by cancellation of the original money receipt as well as effecting the Dr sundry soon after its detection in the billing to be treated as correct and w.r.t regulation/law.
- ii. Further, it is concluded that the complainant has paid of Rs 800/- but till time neither money receipt issued by opposite party nor any credit sundry given in billing is a matter of great concerned. Hence, the opposite party in 1<sup>st</sup> instance give the credit for Rs800/- either issuing money receipt or through account adjustment but in later stage to be recovered from the agencies who is doing the job of revenue collection to compensate the loss of the





organisation/licensee with stitcher to the agency not to repeat such practice and keep attention before issue of money receipt to the consumer.

- iii. In case of wrong punching, do not handed over the original money receipt/if handed over collect immediately from the complainant to avoid such litigation as well as for cancellation of money receipt reverse message may to be communicated for confirmation so that the plea of message and original money receipt will be not with the consumer.
- iv. The complainant is liable to pay the dues stands in the above consumer no to avoid disconnection which may be done at any point of time by opposite party after issuing DC notice as per law.

**2. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.



**(B. Mahapatra)**

(Co-Opted Member)  
*Co-opted Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**(A.P. Sahu)**

Member (Finance)  
*Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**(A.K. Satpathy)**

President  
*President*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: - (1)** Reetu Jain, C/o - Dinesh Jain, At-Opposite of SBI, Barabazar, Po- Khetrajpur, Dist- Sambalpur.

**(2)** Sub-Divisional Officer (Elect.), Khetrajpur, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.

**(3)** Executive Engineer (Elect.), SED, TPWODL, Sambalpur.

**(4)** The Chief Legal-cum-Nodal Officer, TPWODL, Khetrajpur 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 on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".