

**ODISHA ELECTRICITY REGULATORY COMMISSION  
BIDYUT NIYAMAK BHAWAN  
PLOT NO. 4, CHUNOKOLI, SHAILASHREE VIHAR,  
BHUBANESWAR-751021**

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**Present: Shri G. Mohapatra, Officiating Chairperson  
Shri S. K. Ray Mohapatra, Member**

**Case No. 108/2023**

Sri Amulya Nath	.....	Petitioner
Vrs.		
The S.D.O(Elect.),		
Jaleswar Electrical Sub-Division, TPNODL,		
Jaleswar, Dist.- Balasore & another	.....	Respondents

**In the matter of:**      **Application under Section 142 of the Electricity Act, 2003 alleging non-compliance of order dated 30.12.2022 of the GRF, Balasore passed in C.C. Case No.343 of 2022 impleading the S.D.O (Electrical), Electrical Sub-Division, Jaleswar, Dist.-Balasore-756032.**

**For Petitioner:**      **None**

**For Respondents:**      **Shri Bhuban Sahoo, S.D.O, Jaleswar Electrical Sub-Division, Jaleswar, TPNODL**

**ORDER**

**Date of Hearing: 26.12.2023**

**Date of Order: 26.12.2023**

The Petitioner- Shri Amulya Nath has filed the present case under Section 142 of the Electricity Act, 2003 alleging non-compliance of the order dated 30.12.2022 of the Learned GRF, Balasore passed in C.C. Case No.343 of 2022. The Learned GRF, Balasore while disposing of C.C. Case No.343 of 2022 has directed the Respondent in the following terms: -

***“1) Look in to the grievances of the Complainant and arrange for shifting of the lines from safety point of view.  
2) Give credit of the money receipts amount against the consumer accounts from the date of receipt.  
3) Withdraw proportionate DPS as per above credits,  
Accordingly, the Case is disposed of.”***

2. The Respondent-Shri Bhuban Sahoo, S.D.O (Electrical), Jaleswar Electrical Sub-Division, TPNODL, Jaleswar submits that as per order of the Learned GRF, Balasore, the direction for shifting of the LT line from premises of the Petitioner has already been complied with. In so far as the credit of the money receipt amount as claimed by the Petitioner against his account from the date of alleged receipt, the Petitioner has not been able to produce any receipt/paper regarding payment made by him to the Respondents-Licensee. As per the request of the Petitioner-consumer, the Respondent-Licensee has also verified the payment data with effect from the date 28.02.2021 as claimed by the Petitioner-consumer, but no such amounts as claimed i.e. (Rs.3698/- and Rs.1772/-) have been shown to have been credited in the account of the Respondent-Licensee.
3. The Commission after hearing the parties on 12.12.2023 directed the Learned GRF, Balasore to make a surgical enquiry on the specific points whether the amounts of

Rs.3698 & Rs.1772 totaling a sum of Rs.5470/- were paid by the Petitioner and to return a finding in the matter within a period of two weeks.

4. Pursuant to the above direction of the Commission, learned GRF, Balasore made an enquiry on 20.12.2023 in presence of both the Petitioner- Sri Amulya Nath and the representatives of the Respondents. Learned, GRF submitted the Enquiry Report, vide its Letter No.614 dated 20.12.2023, stating therein that during the enquiry, the Petitioner could not produce any money receipts in respect of the alleged payments and expressed his inability to submit the same since the prints on the thermal paper of the receipt have vanished in due course of time. It is also stated that the alleged money receipts shown at the time of their original hearing were also hazy and the Petitioner was asked to show the original receipts to the Licensee for giving of the credit of the money receipt amount though it was not mentioned in their order in C.C. Case No. 343 of 2022.

5. Heard both the parties in hybrid mode. Learned GRF in their order dated 30.12.2022 in CC Case No.343 of 2022 has clearly stated as under:

*“It is also observed that complaint’s two payments of Rs.3698/- and Rs.1772/- all dated 28.02.2021 against their electricity dues of Consumer No. 3231-1104-0202 and 3231-2103-1075 have not yet been credited to their accounts. The Petitioner has stated that the money receipts are erased now but the first parts are somehow visible with consumer nos. & amounts.”*

From the above observations of the Learned GRF, it is sufficiently clear that the amounts have been credited against a particular consumer number which happens to be consumer number of the Petitioner. The effacement of other particulars from the receipt are not of much consequence. Had the GRF been little bit cautious, it could have cross checked the information whatever visible on the receipt with the data base of the DISCOM instead of taking different stand now. However, this has not happened. The consumers must be treated with dignity not with suspicion.

6. Under the aforesaid facts & circumstances, the Commission directs the Respondent-TPNODL to give interim credit of Rs.5470/- in the account of the Petitioner-consumer with direction to the Respondent-Licensee authority who shall make thorough verification with regard to the truthfulness of the averments of the petitioner-consumer in CC Case No.343 of 2022. In the event of any falsity is detected in the claims of the Petitioner-consumer, Respondent-Licensee authorities are at liberty to pursue appropriate legal remedy.

7. The petition stands disposed of accordingly.

Sd/-  
**(S.K. Ray Mohapatra)**  
Member

Sd/-  
**(G. Mohapatra)**  
Officiating Chairperson