



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. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 303

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/160/2026		
2	Complainant/s	Name & Address Sri Umakanta Kheti, For Sri Akshaya Kheti, At-Bankiamunda, Po-Desandh, P.S-Deogaon, Dist-Bolangir	Consumer No 911524210262	Contact No. 7855053553
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.03.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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) 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	09.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant -Sri Umakanta Kheti
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/160/2026

Sri Umakanta Kheti,
For Sri Akshaya Kheti,
At-Bankiamunda, Po-Desandh,
P.S-Deogaon, Dist-Bolangir
Con. No. 911524210262

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

The consumer was appealed before the Forum vide his application dated 18th Mar. 2026 which was registered on Case no. 160 of 2026. The complainant was disputed about the penalty bill of ₹ 21,805/- raised towards unauthorized use of electricity. The complainant needs withdrawal of the said penal bill.

Accordingly, hearing date was fixed on 09th Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed about the penalty bill of ₹ 21,805.00p raised in May-2025. The complainant needs withdrawal of penalty bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 09.04.2026

DETAILED CASE HISTORY

The consumer is a LT-Dom. consumer availing power supply since Mar.-2019. The billing dispute raised by the complainant for imposition of penalty bill against the inspection report dated 10th May 2025 and assessment of ₹ 21,805/- thereon which was reduced with final assessment of ₹ 13,827/-. The consumer was disputed the same and requested for withdrawal of penalty bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum and submitted billing ledger along with written version. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since


MEMBER (Fin.)


PRESIDENT

Mar-2019. The dispute raised by the complainant about penal bill has already bill settled on 19th Mar.-2026 and the consumer has agreed with that paid the assessed amount.

Based on the above, the OP requested before the Forum to drop the case and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 11th Mar. 2019. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant was detected with unauthorized use of electricity 10th May 2025 by means of meter by-passing for which a provisional assessment of ₹ 21,805/- was raised which was finalized with ₹ 13,827/- as final assessment. The consumer was disputed with that and thereafter considering his representation, the said final assessed amount has been further reduced to ₹ 9,955/- on 19th Mar. 2025. The consumer was agreed with that and paid the said amount on the same day and the case is closed. During the course of hearing, the complainant also admitted this and submitted that there is no further dispute against that.

The Forum has gone through the documents and statements of both the parties and found that the dispute about the penal bill has already settled amicably between both the parties on 19th Mar. 2026. Necessary documents has been done by the OP along with acknowledgement of the consumer. Hence, the case has been settled amicably.

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.

The dispute has been settled amicably between both the parties. Hence, the present case is dropped.

Case is disposed off accordingly.



P.K. SAHOO
27/04/26
P.K.SAHOO
MEMBER (Fin.)

S.K. NANDA
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Umakanta Kheti, At-Bankiamunda, Po-Desandh, P.S-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."