



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

Memo No.GRF/BGR/Order/ 307

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/203/2026		
2	Complainant/s	Name & Address Sri Prafulla Kumar Dash, For Smt. Sasmita Dash, At/Po-Tusura, Dist-Bolangir	Consumer No 911523010455	Contact No. 9438281967
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	18.04.2026		
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			
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	18.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tusura

Appeared:

For the Complainant -Sri Prafulla Kumar Dash
For the Respondent -Sri Narottam Maharana, S.D.O (Elect.), Tusura



Complaint Case No. BGR/203/2026

Sri Prafulla Kumar Dash,
For Smt. Sasmita Dash,
At/Po-Tusura, Dist-Bolangir
Con. No. 911523010455

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.27.04.2026)

During Camp Court hearing at Tusura Sub-division office on 18th Apr. 2026, the representative of the consumer Shri Prafulla Kumar Dash was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 4 KW. He was disputed about the penalty raised against inspection report dated 26th Aug. 2021 vide VCR no. : 743614032206 which was finalized with ₹ 50,000/- and he has paid the said amount on 02nd Sep. 2021. But against the said VCR no. with same date, another penalty amount of ₹ 31,059/- has been raised which was disputed by the consumer. He was submitted his grievances for withdrawal of penal bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.04.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura Section of Tusura Sub-division. As per his complaint, the consumer disputed about the duplicate penalty bill of ₹ 31,059.00p has been raised as penalty bill without any valid justification. The complainant requested before the Forum for withdrawal of penalty bill pending against him.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he represented before the Forum that during inspection on 26th Aug. 2021, it is found that the consumer was used through un-authorized mode vide VCR no. : 743614032206 for which a provisional assessment order was served of ₹ 79,826.00p. Subsequently, the provisional order was finalized with an amount of ₹ 50,000.00p and the consumer has paid it on 02nd Sep. 2021. Thereafter, the case is

MEMBER (Fin.)

PRESIDENT

closed. Again, against the same VCR no. & date, another penalty amount of ₹ 31,059.00p has been shown as penalty amount and is pending. As per procedure, one VCR no. is allotted for one case only. In the said case, there may be software glitch for which penalty amount shown again. After receipt of complaint, the OP forwarded the matter on 18th Apr. 2026 to his higher authority and for consideration which is pending. Hence, seven day time may be allowed to submit a detailed version.

Considering the above, the OP requested before the Forum to consider this and allow seven days time.

REMARKS OF O.P.

As requested by OP, the Forum allowed seven day time to submit the detailed report against the said case. The OP submitted through written version on 23rd Apr. 2026 that the authority has intimated that this is a case of manual error during the transition and mapping of old manual cases into online system. Accordingly, the said assessment of ₹ 31,059/- has been withdrawn and the case is closed. The report submitted by OP dated 23rd Apr. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 4 KW. The consumer has availed power supply on 20th Jun. 2003. As complained by the complainant and submission of OP, it is observed by the Forum that,

The premises of the consumer was inspected by the enforcement team on 26th Aug. 2021 Oct. 2025 and found that there is unauthorized use of electricity. An inspection was prepared by the inspecting officer vide VCR no. 743614032206. Based on the inspection report, the OP was served a provisional assessment order of ₹ 79,826/-. Based on provisional assessment order and considering the representation of the consumer, the OP was served a final assessment order of ₹ 50,000/- on 02nd Sep. 2021 and the consumer has paid the same on the said day.

Again, another penalty amount of ₹ 31,059/- is shown as pending against the said VCR no. with same date. The OP forwarded the matter to their higher authority to verify the matter. The higher authority confirmed that this is a case of manual error during the transition and mapping of old manual cases into online system. Accordingly, the said assessment of ₹ 31,059/- has been withdrawn and the case is closed.

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 OP has withdrawn the disputed penalty amount of ₹ 31,059/- and shown as "CASE CLOSED". As the dispute of the consumer has already been closed, the present case is dropped herewith.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Prafulla Kumar Dash, At/Po-Tusura, Dist-Bolangir-767030.
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."