



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

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/ 475 (5)

Dated, the 15th July'2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/332/2026																											
2	Complainant/s	Name & Address Sri Madan Gopal Mishra, For Sri Anandananda Mishra, At-Sankarbhoji, Po-Chhatamakhna, Dist-Bolangir		Consumer No 911212010221	Contact No. 8917578308																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	10.07.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	10.07.2026																											
9	Date of Order	15.07.2026																											
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 Chhatamakhna

Appeared:

For the Complainant -Sri Madan Gopal Mishra
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/332/2026

Sri Madan Gopal Mishra,
For Sri Anandananda Mishra,
At-Sankarbhoji, Po-Chhatamakhna,
Dist-Bolangir
Con. No. 911212010221

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.15.07.2026)

During Camp Court hearing at Chhatamakhna Section office on 10th Jul. 2026, the representative of the consumer Shri Madan Gopal Mishra was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 10.07.2026

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed about the penalty raised against inspection report dated 12th Aug. 2016 vide inspection report no. : 11031 and final assessment made with ₹ 12,975/- during Nov-2016. The consumer disputed that the penalty report not belongs to him and wrongly imposed to him which needs to be withdrawn. He was submitted his grievances for withdrawal of penal bill.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chhatamakhna Section of Balangir-II Sub-division. As per his complaint, the consumer disputed the genuineness of the inspection report and stated that the inspection report was wrongly made in his name 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 12th Aug. 2016, it was found that the consumer was used electricity through un-authorized mode vide inspection report no. 11031 for which a provisional assessment as well as final assessment was made with ₹ 12,975/- in Nov-2016. As represented by the consumer about wrong consumer no., it needs verification of inspection report for which seven days time may be allowed to submit a detailed version.

MEMBER (Fin.)

PRESIDENT



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 14th Jul. 2026 that there is no error about consumer number. During that time, the consumer was availed power supply thorough meter no. 342939 and in the inspection report, the same meter no. was mentioned. Hence, there is no error in the inspection report dated 12th Aug. 2016. The written version submitted by OP dated 14th Jul. 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999. 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 vigilance team on 12th Aug. 2016 and found that the consumer was used electricity unauthorizedly. An inspection was prepared by the inspecting officer vide sl. no. 11031. Based on the inspection report, the OP was served a provisional assessment order of ₹ 12,975/- which was subsequently finalized with the same amount as final assessment order. At present, the consumer has disputed that wrongly the inspection report made against his name. Hence, the penalty amount should be withdrawn.

The OP submitted with written version that the matter has been verified with physical inspection report and found that the consumer no. and meter no. is same with the billing ledger. Also, the tampered meter has been replaced in the month of Nov.-2016. Hence, there is no error in the inspection report dated 12th Aug. 2016 and the consumer is liable to pay the assessment amount.

The Forum has gone through the submission of both the parties and observed that the meter no. 11031 mentioned in the inspection report dated 12th Aug. 2016 is matching with the billing ledger. In the inspection report, the consumer's name has been mentioned as "PARAMANANDA MISHRA" whereas in the billing ledger, the consumer's name is "ANANDA CHANDRA MISHRA". The forum believes that there is some error while writing the consumer number. But, the meter no. and FMR mentioned in the inspection report is matching with the billing ledger which cannot be overlooked. In the billing system, the consumer no. is an unique identity which helps to trace the consumer number. Hence, there is no error in the inspection report.

Taking into consideration of above, the Forum observed that this is a case of unauthorized use of energy which is coming under Sec-126 of Electricity Act 2003 and not coming under the jurisdiction of this Forum.

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 petition of the complainant is not maintainable as assessment of unauthorized use of energy is not coming under the jurisdiction of this Forum, hence rejected. The complainant is herewith advised to appeal before the appropriate authority as laid down under Electricity Act.


MEMBER (Fin.)


PRESIDENT



Case is disposed off accordingly.

15/07/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Madan Gopal Mishra, At-Sankarbhoji, Po-Chhatamakhna, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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.”