



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. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

524⁵

Dated, the

29/07/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/352/2025																											
2	Complainant/s	Name & Address Sri Prabhakar Sahoo, For Sir Sanjaya Kumar Sahoo, At-Thikadarpada, Nuapada, Po/Dist-Bolangir		Consumer No 911111040317	Contact No. 9777186603																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	02.07.2025																											
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) 155, 157</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) 155, 157	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	14.07.2025																											
9	Date of Order	29.07.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant

–Sri Prabhakar Sahoo

Sri Basanta Manjula Swain (Advocate)

For the Respondent

–Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/352/2025

Sri Prabhakar Sahoo,
For Sri Sanjaya Kumar Sahoo,
At-Thikadarpada, Nuapada,
Po/Dist-Bolangir
Con. No. 911111040317

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.29.07.2025)

The complainant has appealed before the Forum on 02nd Jul. 2025 which has been registered as Case no. 352/2025. The complainant has raised grievances for imposition of penalty in two occasions on the same meter illegally which needs to be revised.

Accordingly, hearing date has fixed on 14th Jul. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Prabhakar Sahoo who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that penalty has been imposed on a same meter illegally which needs to be waived. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 14.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Balangir-I Sub-division. The complainant represented that he was penalized for meter tampering on 03rd June 2019. But without replacement of the said meter, the OP has raised penalty again on 06th Jan. 2025 illegally which needs to be waived and requested before the Forum for revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter dated 24th Mar. 2025 addressed to SDO-I, Balangir.

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MEMBER (Fin.)

PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep.-2003. As per inspection report dated 06th Jan. 2025, it is found that the consumer has unauthorizedly tamper the meter (meter no. WCV46526) for which an assessment amount of ₹ 57,096/- has been raised under Sec-126 of Electricity (Amended) Act 2007 and CI-161 of OERC Regulation (Conditions of Supply) Code 2019 and the complainant has to pay the same. Regarding previous inspection, one more inspection was carried out on 03rd Jun. 2019, where the consumer was tampered the meter (meter no. WCV46526) and the assessed amount was finalized with ₹ 10,000/- and he was paid the same amount on 30th Dec. 2019. But the tampered meter (meter no. WCV46526) was not replaced during that time due to non-cooperation of the consumer and was in service till 24th Mar. 2025.

Considering the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 27th Sep. 2003. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that, the OP has inspected his premises on 03rd Jun. 2019 with allegation of meter tampering (meter no. WCV46526) and unauthorized use of electricity. The complainant admitted the irregularities and amicably settled the penalty amount with ₹ 10,000/-. The complainant paid the said amount on 30th Dec. 2019 vide MR no. B5/4586073. The OP again inspected the premises on 06th Jan. 2025 and prepared another inspection report with meter tampering (meter no. WCV46526). Accordingly, provisional assessment amount of ₹ 57,096/- has been raised on 07th Jan. 2025 and the same amount has been confirmed as final assessment amount on 22nd Jan. 2025. The consumer has disputed the inspection report dated 06th Jan. 2025 and submitted that the OP has not replaced the tampered meter based on the inspection report dated 03rd Jun. 2019. Again with the same tampered meter, they cannot raise penalty second time.

The OP admitted the fact and submitted that the tampered meter (meter no. WCV46526) could not be replaced due to non-cooperation of the consumer which has been replaced on 24th Mar. 2025 with meter no. TWST15022848. Also, the OP submitted that they have taken steps for replacement of meter but due to non-cooperation of the consumer, the tampered meter could not be replaced.

The Forum analysed the documents submitted by both the parties. It is observed that it is the prime responsibility of the licensee to replace the tamper meter immediately after detection of meter tampering dated 03rd Jun. 2019 under CI-155 of OERC Regulation (Conditions of Supply) Code 2019. But, in the above case, the OP fails to discharge his duties & responsibilities and allowed to continue the tampered meter in the consumer premises. As per first inspection dated 03rd Jun. 2019, the remarks of the inspection report was,

“Meter terminal broken, meter found tampered.”

It is not understood how the licensee could not be able to know about the tamper meter with meter terminal broken where SBM billing is going on and every month the meter reader is approaching the consumer premises for billing. The Forum advised the licensee to take some proactive action to find-out those cases and should be rectified immediately. Secondly, the OP

CO-OPTED MEMBER

MEMBER (Fin.)


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PRESIDENT

inspected the premises on 06th Jan. 2025 and reported that the meter terminal found opened and declared that meter no. WCV46526 is defective.

The Forum asked the authorized representative of OP about non-replacement of defective meter since 03rd Jun. 2019 and legality of second inspection dated 06th Jan. 2025. The authorized representative of OP admitted the facts and accepted that without replacement of tampered meter subsequent penalty with same irregularity cannot stand in the eye of law.

During the course of hearing, the Forum asked the complainant who was present with his advocate about any addition of load in his premises. The complainant denied that there is no change in connected load between before and replacement of meter. The Forum analysed the consumption pattern and observed as below,



MONTH	YEAR : 2023	YEAR : 2024	YEAR : 2025
APRIL	104	111	447
MAY	127	101	527
JUNE	130	94	523

(The tampered meter has been replaced on 24th Mar. 2025)

In response to argument of both the parties and the documents submitted, the Forum observed that the OP has not rectified the irregularities mentioned in the inspection report dated 03rd Jun. 2019 and continued with same status till 24th Mar. 2025. In between that, another inspection has been done on 06th Jan. 2025 and pointed-out the same irregularity as stated in the previous inspection report. Also, the OP has replaced the meter after two months and eighteen days of second inspection which clearly violates OERC Regulation (Conditions of Supply) Code 2019 and the Forum warned the OP to follow the guidelines of OERC Regulation Code strictly or else it attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time allowed by Hon'ble OERC.

Hence, the Forum is of the opinion that there is a procedural lapses by the OP while preparation of inspection report dated 06th Jan. 2025 and imposition of assessment subsequently.

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.

1. The OP could not replace the tampered meter within the standard time as prescribed by Hon'ble OERC. Hence, imposition of final assessed amount based on inspection report dated 06th Jan. 2025 is considered as "PROCEDURAL LAPSES" and also does not hold good.
2. The OP has the liberty to exercise CI-155 of OERC Dist. (Conditions of Supply) Code, 2019.

Case is disposed off accordingly.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.

[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature] 29/07/25
P.K.SAHOO
MEMBER (Fin.)

[Signature] 29/07/25
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Prabhakar Sahoo, C/o-Sri Sanjaya Kumar Sahoo, At-Thikadarpada, Nuapada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."