



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 712⁽⁵⁾

Dated, the 25/09/2025

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/487/2025																										
2	Complainant/s	Name & Address Sri Rup Kumar Chinda, For Late Janaki Chinda, At-Adarsapada, Prasanna Bihar-I, Po/Dist-Bolangir	Consumer No 911125070257	Contact No. 9337215535																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	10.09.2025																										
5	In the matter of-	<table border="1"><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 border="1"><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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6. Others																												
8	Date(s) of Hearing	23.09.2025																										
9	Date of Order	25.09.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant - Sri Rup Kumar Chinda
For the Respondent - Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/487/2025

Sri Rup Kumar Chinda,
For Late Janaki Chinda,
At-Adarsapada, Prasanna Bihar-I,
Po/Dist-Bolangir
Con. No. 911125070257

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.25.09.2025)

The complainant has appealed before the Forum on 10th Sep. 2025 which has been registered as Case no. 487/2025. The complainant has raised grievances for imposition of penalty in two occasions on the same meter illegally which needs to be withdrawn.

Accordingly, hearing date has fixed on 23rd Sep. 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 Rup Kumar Chinda who is a LT-Dom. consumer availing a CD of 4 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 : 23.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Balangir-I Sub-division. The complainant represented that he was penalized for meter tampering on 07th Jan. 2019. But without replacement of the said meter, the OP has raised penalty again on inspection report dated 25th Jun. 2025 illegally which needs to be waived and requested before the Forum for revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. 521, dated 04th Aug. 2025 of SDO-I, Balangir addressed to the complainant.

CO-OPTED MEMBER

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 prior to Apr-1999. As per inspection report dated 25th Jun. 2025, it is found that the consumer has unauthorizedly tamper the meter (meter no. WCV33461) for which an assessment amount of ₹ 32,449/- 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 07th Jan. 2019, where the consumer was tampered the meter (meter no. WCV33461) and the assessed amount was finalized with ₹ 10,740/- and he was paid the same amount on 25th Jan. 2022. But the tampered meter (meter no. WCV33461) was not replaced during that time due to some un-known reason and was in service till 29th Jun. 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 4 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 consumer represented that, the OP was inspected his premises on 07th Jan. 2019 with allegation of meter tampering (meter no. WCV33461) and unauthorized use of electricity. The complainant admitted the irregularities and amicably settled the penalty amount with ₹ 10,740/-. The complainant paid the said amount on 25th Jan. 2022. On 25th Jun. 2025, the OP again inspected the premises and prepared inspection report with meter tampering (meter no. WCV33461). Accordingly, assessment amount of ₹ 32,44/- has been raised on 25th Jun. 2025 and the same amount as final assessment amount. The consumer has disputed the inspection report dated 25th Jun. 2025 and submitted that the OP has not replaced the tampered meter based on the inspection report dated 07th Jan. 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. WCV33461) could not be replaced due to some unknown reason which has been replaced on 30th Jun. 2025 with meter no. TWST5060755. In this regard, the OP was not able to produce any evidence for non-replacement of the meter and as a result, the tampered meter was in service till 29th Jun. 2025.

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 07th Jan. 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 07th Jan. 2019, the remarks of the inspection report was,

“Meter body right side square cut & pasted with black paint. Meter found tampered.”

It is not understood how the licensee could not able to know about the tamper meter 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 inspected the premises on 25th Jun. 2025 and reported that the right-side body found cut & refixed. So, meter no. WCV33461 found tampered.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The Forum asked the authorized representative of OP about non-replacement of defective meter since 07th Jan. 2019 and legality of second inspection dated 25th Jun. 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 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
JULY	63	54	215
AUGUST	84	86	250

(The tampered meter has been replaced on 30th Jun. 2025)

In response to argument of both the parties and the documents submitted, the Forum observed that the OP was not rectified the irregularities mentioned in the inspection report dated 07th Jan. 2019 and allowed to continue with same status till 29th Jun. 2025. In between that, another inspection has been done on 25th Jun. 2025 and pointed-out the same irregularity as stated in the previous inspection report. After detection of tampering for the 2nd time, the OP has taken proactive step for meter replacement within next 5 days. Hence, it is advised the OP to be more proactive 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 25th Jun. 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 25th Jun. 2025 is considered as "PROCEDURAL LAPSES" and does not hold good and must be withdrawn.
2. The OP is the liberty to exercise CI-155 of OERC Dist. (Conditions of Supply) Code, 2019.

Case is disposed off accordingly.

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

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Rup Kumar Chinda, At-Adarsapada, Prasanna Bihar-I, 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."