



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/ 93⁶¹

Dated, the 07/02/2025

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/51/2025																																			
2	Complainant/s	Name & Address Sri Kamalesh Kumar Mohanty, At-Ampada, Birna Road, Po-Kantabanji, Ward No. 12, Dist-Bolangir		Consumer No 912211100657	Contact No. 9437264453																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																	
4	Date of Application	24.01.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">15. Others (Specify) – Penal Bill</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) – Penal Bill			
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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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6. Others																																					
8	Date(s) of Hearing	05.02.2025																																			
9	Date of Order	07.02.2025																																			
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 Kamalesh Kumar Mohanty

For the Respondent

–Sri Sirish Chandra Hota, DM (Legal) (Auth. Representative)

Complaint Case No. BGR/51/2025

Sri Kamalesh Kumar Mohanty,
At-Ampada, Birna Road,
At-Kantabanji, Ward No. 12,
Dist-Bolangir
Con. No. 912211100657

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.07.02.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 4 KW. He has disputed the penalty bill of ₹ 28,598.08p against the inspection made on 08th Aug. 2022. The complainant needs waiver of the said penalty bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 05.02.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji Section of Kantabanji Sub-division. The consumer represented that he was served with a penal bill of ₹ 28,598.08p against the inspection made on 08th Aug. 2022 where he was unauthorizedly extended power supply to his commercial premises. The complainant raised dispute against the said penal bill and requested before the Forum for waiver.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jul-2016. The complaint raised by the complainant for the penalty raised against un-authorised extension of electricity to his commercial premises and used for GPS category which was detected on 08th Aug. 2022.

Considering the above, the OP requested before the Forum to reject the petition of the complainant as the same is not maintainable before the Forum.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

OBSERVATIONS OF THE FORUM

The consumer is a LT-Domestic consumer with a CD of 4 KW. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The dispute raised for penal bill of ₹ 28,598.08p against the inspection report dated 08th Aug. 2022. The complainant is view that he was availed power supply for his domestic purpose where there is no commercial establishment in the same premises where the OP submitted that the consumer was unauthorisedly extended power supply and used for GPS purpose.
2. From the documents submitted by both the parties, it is seen that the said case relates to imposition of penal bill for unauthorisedly use of electricity relates to tariff category. As the penal bill part is not coming under the purview of GRF, the Forum has nothing to do in this regard. The complainant is hereby advised to appeal before the appropriate authority for this dispute.



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 regarding imposition of penalty is not coming under the purview of GRF. Hence, the present case is rejected herewith.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Kamalesh Kumar Mohanty, At-Ampada, Birma Road, Po-Kantabanji, Ward No. 12, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."