



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 170⁽⁵⁾

Dated, the 23/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/55/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Motilal Kedia, At-Radharanipada, Po/Dist-Bolangir	911124120277	9437706401
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	27.01.2026		
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	05.02.2026	12.03.2026	
9	Date of Order	23.03.2026		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)
23/03/26

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Motilal Kedia
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/55/2026

Sri Motilal Kedia,
At-Radharanipada,
Po/Dist-Bolangir
Con. No. 911124120277

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.23.03.2026)

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 0.5 KW. He has disputed about the penalty raised against inspection report dated 14th Sep. 2021 and assessment of ₹ 49,550/- thereon without any valid reason. He has 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 : 12.03.2026

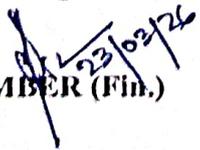
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The consumer represented that an inspection report was prepared by the OP without his knowledge on 14th Jul. 2021 and thereafter an amount of ₹ 49,550/- has been debited as penalty bill without any valid justification. The complainant requested before the Forum for withdrawal of inspection report and penalty bill pending against him.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum and submitted billing ledger along with written version. On defence, he represented before the Forum that during inspection on 14th Jul. 2021, it is found that the consumer was tampered the meter body metal seal for which a provisional assessment order was served on 15th Jul. 2021. Subsequently, the provisional order was finalized on 15th Aug. 2021 with an amount of ₹ 49,689/-. From that date, the consumer has not paid the assessment amount and is pending till date. Also, the OP submitted that the said case is not maintainable before this Forum as it relates to assessment U/s 126 of Electricity Act.

Considering the above, the OP requested before the Forum to pass order as deemed fit.


MEMBER (Fin.)


PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 0.5 KW. The consumer has availed power supply since 06th Feb. 2011. As complained by the complainant and submission of OP, it is observed by the Forum that,

The premises of the consumer was inspected by Shri D. Mahapatra, Asst. Manager (Com.) with his team on 14th Jul. 2021 and found that the metal body seal of the meter was tampered for a load of 1.5 KW. An inspection was prepared by the inspecting officer where it is mentioned as the person present named Shri Motilal Khedia refused to sign. The Forum asked the authorized representative of OP to submit any documentary evidence to hand-over the inspection report to the consumer but he denied that there is no such document available with the office of OP.

Based on the inspection report, the OP was served a provisional assessment order of ₹ 49,689/- on 15th Jul. 2021 vide letter no. 784. During the hearing process, the complainant denied that he has not received any such letter. Also, the authorized representative of OP could not able to produce any documentary evidence for serving this said order.

Based on provisional assessment order, the OP was served a final assessment order of ₹ 49,689/- on 15th Aug. 2021 vide letter no. 910. During the hearing process, the complainant denied that he has not received any such letter. Also, the authorized representative of OP could not able to produce any documentary evidence for serving this said final assessment order.

The Forum analysed the documents submitted by both the parties. In the inspection report, it is mentioned as metal body seal tampered for a load of 1.5 KW where no other details like meter no., meter body seal, connected load details are not available in the inspection report. Secondly, in the final assessment order, it is shown as final assessment amount is ₹ 49,689/- where in the written version it is mentioned as ₹ 49,550/-. The authorized representative of OP could not able to answer the reason of such differential amount.

From the billing data, it is found that the OP has shown the final assessment amount in the bill of Apr-2022 i.e. after nine months of final assessment order. The authorized representative of OP could not able to produce sufficient reason for such delay in reflection in the bill. Also, the complainant has not raised any dispute regarding such penal bill since final assessment before.

The OP was not replaced the tampered meter within the scheduled time prescribed under Reg- 108 (iii) (b) and allowed to continue power supply which is a "**GROSS NEGLIGENCE**" on the part of the OP. Again, on dated 02nd May 2023, the OP has replaced the defective meter with a new one i.e. after one year & nine months. In this regard, it is not understood how the OP was allowed the consumer to continue with tampered meter for one year & nine months which violates OERC Regulation Code.

The Forum observed that this is a case of unauthorized use of energy which is coming under Sec-126 of Electricity Act 2003 which is 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.


MEMBER (Fin.)


PRESIDENT

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

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Motilal Kedia, At-Radharanipada, 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."