



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No. GRF/BGR/Order/ 179⁶⁵

Dated, the 24/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/84/2026		
2	Complainant/s	Name & Address Smt. Usharani Mohanty, At-Talpalipada, Po/Dist-Bolangir	Consumer No 911111060304	Contact No. 7978960050
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.03.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	06.03.2026		
9	Date of Order	24.03.2026		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Swadhin Sahu, OAG-II (Authorised Representative)

Complaint Case No. BGR/84/2026

Smt. Usharani Mohanty,
At-Talpalipada, Po/Dist-Bolangir
Con. No. 911111060304

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.24.03.2026)

The consumer was appealed before the Forum vide his application dated 06th Mar. 2026 which has registered on Case no. 84 of 2026. The complainant was disputed about the penalty imposed on unauthorized use of electricity. The complainant needs withdrawal of penalty bill.

Accordingly, hearing date was fixed on 19th Mar. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He was disputed about the penalty raised against inspection report dated 28th Oct. 2025 vide VCR no. : 742929102501 and final assessment of ₹ 45,659.53p thereon without any valid reason. He was submitted his grievances for withdrawal of penal bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

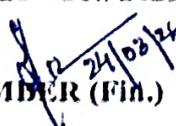
PROCEEDING OF HEARING DATED : 19.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Balangir-I Sub-division. As per his complaint, the consumer disputed about the final assessment order of ₹ 45,659.53p has been raised 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 28th Oct. 2025, it is found that the consumer has made I/c service cable is directly


MEMBER (Fin.)


PRESIDENT

connected to O/g service cable and directly connected to premises electrical load without any connection through meter terminal. Meter found ideal condition with total verified load of 11.83 KW for which a provisional assessment order was served of ₹ 4,46,728.09p. Subsequently, the provisional order was finalized with an amount of ₹ 45,659.53p. The consumer was agreed with the final settled amount amount of ₹ 30,136.00p and has paid on 06th Mar. 2026.

Considering the above, the OP requested before the Forum to 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 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 enforcement team on 28th Oct. 2025 and found that the consumer has made I/c service cable is directly connected to O/g service cable and directly connected to premises electrical load without any connection through meter terminal. Meter found ideal condition with total verified load of 11.83 KW. An inspection was prepared by the inspecting officer where the person present in the premises Shri Kailash Chandra Mohanty was refused to sign.

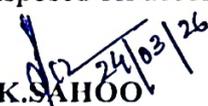
Based on the inspection report, the OP was served a provisional assessment order of ₹ 4,46,728.09p. Based on provisional assessment order and considering the representation of the consumer, the OP was served a final assessment order of ₹ 45,659.53p with final settlement amount of ₹ 30,136/- on 06th Mar. 2026 and the consumer has paid the said amount on the same date.

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. Also, the consumer has settled the matter with the licensee on 06th Mar. 2026. So, as the dispute has been resolved between the two parties, the Forum is of the opinion that to close the matter herewith.

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 complainant as well as the OP has amicably settled the matter on 06th Mar. 2026. Hence, the present case is dropped herewith.

Case is disposed off accordingly.


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Smt. Usharani Mohanty, At-Talpalipada, 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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."