



## 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))

Memo No.GRF/BGR/Order/ 301<sup>B</sup>

Dated, the 27/04/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/108/2026		
2	Complainant/s	Name & Address Sri Duryodhan Bhue, At/Po-Larambha, Via-Patnagarh, Dist-Bolangir	Consumer No 912001031516	Contact No. 8456020656
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
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) 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		
8	Date(s) of Hearing	09.04.2026		
9	Date of Order	27.04.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)

  
PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant - Sri Duryodhan Bhue  
For the Respondent - Sri Debadatta Mahapatra, S.D.O (El.), Patnagarh (Auth. Rep.)

**Complaint Case No. BGR/108/2026**

Sri Duryodhan Bhue,  
At/Po-Larambha, Via-Patnagarh,  
Dist-Bolangir  
Con. No. 912001031516

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Titilagarh Electrical Division,  
TPWODL, Titilagarh

**OPPOSITE PARTY**

**ORDER**  
**(Dt.27.04.2026)**

The consumer was appealed before the Forum at Patnagarh Camp Court on dated 09<sup>th</sup> Mar. 2026 which was registered on Case no. 108 of 2026. The complainant was disputed about power supply to his irrigation point was under disconnection from the year 2017 to 2021 but the OP has raised false billing during that period. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 09<sup>th</sup> Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Duryodhan Bhue who is a LT-Irr. consumer availing a CD of 7.5 KW. He was disputed that power supply to his premises was under disconnection from the year 2017 to 2021 but the OP has raised monthly energy bill fictitiously during that period and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 09.04.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-III section of Patnagarh Sub-division. The complainant reiterated the disputes as stated above and requested before the Forum for suitable revision of bill.

**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-Irr. consumer availing power supply prior to Apr-1999. The billing dispute raised

  
MEMBER (Fin.)

  
PRESIDENT

by the complainant regarding disconnection of power supply has been verified with field inspection dated 07<sup>th</sup> Apr. 2026 and found that there was disconnection of power supply from Apr-2017 to Jan-2021 due to broken of one pole.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Irr. consumer with a CD of 7.5 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2026 is ₹ 86,652.47p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his lift irrigation point was under disconnection from the year 2017 to 2021, but the OP has raised bills regularly due to which the arrear outstanding has been accumulated. Against that, the OP inspected the premises on 07<sup>th</sup> Apr. 2026 and certified that power supply to the said point is under disconnection from Apr-2017 to Jan-2021 due to one pole broken. The PVR dated 07<sup>th</sup> Apr. 2026 submitted by OP has taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Apr.-2017 to Jan.-2021. Hence, the bills raised during the said period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 energy bills raised to the consumer from Apr-2017 to Jan-2021 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments (if any) are to be considered during the above revision period.

Case is disposed off accordingly.

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.



  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Duryodhan Bhue, At/Po-Larambha, Via-Patnagarh, Dist-Bolangir-767025.
2. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
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](http://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."**