



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))

Memo No.GRF/BGR/Order/ 340^B

Dated, the 08/25/2026

Corum: Er. Sambit Kumar Nanda - President
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/226/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Balakrushna Bag, For Sri Pandaba Bariha, Pr. Jay Jagannath P.P, Baliabhata-III, At-Baliabhata, Po-Pandamunda, Via-Jogimunda, Dist-Bolangir		912001032177	9556450991
3	Respondent/s	Name EE, TED, TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	05.05.2026			
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	05.05.2026			
9	Date of Order	08.05.2026			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)
08/25/26

PRESIDENT

Place of Hearing: Camp Court at Jhulenbar

Appeared:

For the Complainant -Sri Balakrushna Bag
For the Respondent -Sri Kailash Ch. Swain, DM (F&C) (Representative)

Complaint Case No. BGR/226/2026

Sri Balakrushna Bag,
For Sri Pandaba Bariha,
Pr. Jay Jagannath P.P, Baliabhata-III,
At-Baliabhata, Po-Pandamunda,
Via-Jogimunda, Dist-Bolangir
Con. No. 912001032177

COMPLAINANT

-Versus-

Executive Engineer,
Titilagarh Electrical Division,
TPWODL, Titilagarh

OPPOSITE PARTY

ORDER
(Dt.08.05.2026)

During Camp Court hearing at Jhulenberg PSS on 05th May 2026, the representative of the consumer Shri Balakrishna Bag was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Balakrishna Bag who is a LT-Irr. consumer availing a CD of 9.5 KW. He was disputed that power supply to his premises was under disconnection since Feb.-2022 to Jul-2025 but the OP has raised monthly energy bill fictitiously 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 : 05.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II 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 since Aug-2019. The billing dispute raised by the complainant regarding disconnection of power supply from Feb.-2022 to Jul-2025 is a genuine dispute. As per FG database, power supply to the consumer was under disconnection from 07th Feb. 2022 and reconnected on 03rd Jul. 2025. But in billing, no monthly bill has been generated

MEMBER (Fin.)

PRESIDENT

from Jan-2022 to Jun-2025 and in Jul-2025, a load factor bill of 27413 units has been raised from Jan-2022 to Jul-2025 which needs bill revision.

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 9.5 KW. As per record, the consumer has availed power supply since 24th Aug. 2019 and total outstanding upto Apr.-2026 is ₹ 76,094.67p. 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 has been disconnected from Feb.-2022 to Jul-2025, but the OP has raised bills fictitious bills due to which the arrear outstanding has been accumulated. The OP verified the FG billing data and admitted the facts and submitted before the Forum that power supply to the irrigation point was under disconnection from 07th Feb. 2022 to 03rd Jul. 2025.

The Forum has gone through the documents submitted by both parties and is of opinion that power supply was under disconnection from 07th Feb. 2022 to 03rd Jul. 2025 and all bills raised during that period needs to be withdrawn except MMFC and other statutory charges.

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 07th Feb. 2022 to 03rd Jul. 2025 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges is to be levied during that period.**
- 2. All sundries and adjustments (if any) are to be considered during the above revision period.**
- 3. DPS is to be levied as per OERC guidelines.**

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 Balakrushna Bag, At-Baliabhata, Po-Pandamunda, Via-Jogimunda, Dist-Bolangir-767027.
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 → 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."