



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/ 887/59

Dated, the 30/12/2025

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/611/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Priya Prakash Patel, At/Po-Dameipali, Via-Jogimunda, Dist-Bolangir		912001012013	8018911254	
3	Respondent/s	Name		Division		
		S.D.O (Elect.), TPWODL, Patnagarh		Titilagarh Electrical Division, TPWODL, Titilagarh		
4	Date of Application	10.12.2025				
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) 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			10.12.2025		
9	Date of Order	30.12.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				

CO-OPTED MEMBER

30/12/2025
MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Juria



Appeared:

For the Complainant -Sri Priya Prakash Patel
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/611/2025

Sri Priya Prakash Patel,
At/Po-Dameipali, Via-Jogimunda,
Dist-Bolangir
Con. No. 912001012013

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During Camp Court hearing at Juria PSS on 10th Dec. 2025, the consumer Shri Priya Prakash Patel was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Priya Prakash Patel who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that power supply to his irrigation point was under disconnection from Nov.-2012 to Mar.-2020 due to theft of conductor but energy bills have been raised during that period and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 10.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The complainant represented that power supply to his irrigation point was under disconnection from Nov.-2012 to Mar-2020 due to theft of conductor but the OP has raised fictitious bills during that disconnection period. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 56,149.68p upto Nov-2025. The complainant raised dispute against the said period 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 Mar.-2012. The billing dispute raised by the complainant for the billing done during non-availing power supply period is a genuine dispute. As the matter requires field verification, seven days time may be allowed to submit a detailed report before the Forum.

CO-OPTED MEMBER

MEMRER (Fin.)
Page 2 of 3

PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 05th Mar. 2012 and arrear outstanding upto Nov.-2025 is ₹ 56,149.68p. 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 since 1Nov.-2012 to Mar.-2020 due to theft of conductor but the OP has raised monthly bills during that disconnection period for which the arrear outstanding has been accumulated to ₹ 56,149.68p upto Nov.-2025. In this regard, the OP requested for seven days time for a detailed field inspection & submission of report. The OP has made a field inspection on 22nd Dec. 2025 and submitted the PVR and written version on the next day before the Forum.

The Forum has gone through the documents submitted by both the parties. The Forum asked the complainant to submit FIR copy regarding theft of conductor. The complainant has submitted the FIR copy dated 31st Dec. 2012 in support to theft to conductor. The OP submitted that they have made field inspection on 22nd Dec. 2025 and found that the conductor has been stolen from the site on 31st Oct. 2012. Power supply has been restored on 19th Mar. 2020 after installation of new infrastructure and payment of ₹ 10,000/- towards arrear outstanding. The inspection report along with written version submitted by OP has been taken into record.

From the above submission of OP, it is clear evident that due to theft of conductor, there is no power supply to the consumer premises from 31st Oct. 2012 to 19th Mar. 2020. Hence, the bills raised during that 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 31st Oct. 2012 to 19th Mar. 2020 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per OERC Regulation.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments 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.



**K.S.PADHIK
CO-OPTED MEMBER**

Copy to: -

1. Sri Priya Prakash Patel, At/Po-Dameipali, Via-Jogimunda, Dist-Bolangir-767027.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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.)

**P.K.SAHOO
MEMBER (Fin.)**

01/01/25

**S.K.NANDA
PRESIDENT**

"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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."