



## 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)

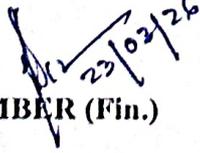
Memo No.GRF/BGR/Order/ 165<sup>(5)</sup>

Dated, the 23/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/622/2025			
2	Complainant/s	Name & Address Sri Swarupananda Panigrahi, For President, Jagannath P.P, At/Po-Binka, Jagannathnagar, Dist-Sonepur		Consumer No 915001061059	Contact No. 9692332200
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	12.12.2025			
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) <u>155, 157</u> 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	20.01.2026	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.)

  
PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Swarupananda Panigrahi  
For the Respondent -Sri Satya Priya Mahala, JSK-II (Authorised Representative)

**Complaint Case No. BGR/622/2025**

Sri Swarupananda Panigrahi,  
For President, Jagannath P.P,  
At/Po-Binka, Jagannathnagar,  
Dist-Sonepur  
Con. No. 915001061059

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Sonepur Electrical Division,  
TPWODL, Sonepur

**OPPOSITE PARTY**

**ORDER**

**(Dt.23.03.2026)**

The consumer was appealed before the Forum at Mahadevpali Camp Court on dated 12<sup>th</sup> Dec. 2025 which has registered on Case no. 622 of 2025. The complainant has disputed that his lift irrigation point has not been charged since the beginning but the OP has raised monthly bill and requested for bill revision. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 20<sup>th</sup> Jan. 2026 and notice was served to both the parties to remain present with supportive documents on the said date.

**(DT.20.01.2026) Appeared:**

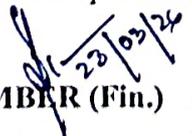
For the Complainant -Sri Swarupananda Panigrahi  
For the Respondent - **ABSENT**

**PROCEEDING OF HEARING DATED : 20.01.2026**

On the above-said date of hearing, the complainant was present whereas the OP was absent. Hence, the case was adjourned to 05<sup>th</sup> Feb. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Due to lack of Corum of the Forum, the case which was listed for hearing on 05<sup>th</sup> Feb. 2026 was adjourned and intimated to both the parties vide letter no. 83, dated 04<sup>th</sup> Feb. 2026.

The Case was listed for hearing on 12<sup>th</sup> Mar. 2026. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

  
MEMBER (Fin.)

  
PRESIDENT

## HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Swarupananda Panigrahi and represented that power supply to his lift irrigation point has not been released and not in use but the OP has raised monthly bill and represented before the Forum for withdrawal of bill and to redress of his grievances.

The case was heard in detail.

### (DT.12.03.2026) Appeared:

For the Complainant

–Sri Swarupananda Panigrahi

For the Respondent

–Sri Satya Priya Mahala, JSK-II (Authorised Representative)



## PROCEEDING OF HEARING DATED : 12.03.2026

### SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterated his grievances and requested before the Forum to withdraw all bills as there is no power supply to his premises.

### SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with billing abstract only. On defence, he intimated that as per official record, the consumer has availed power supply since Feb.-2016. The consumer was billed upto Feb-2023, thereafter no further bill has generated. Regarding existence of power supply, the office has no record in this regard.

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

### FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a HT-Irr. consumer with a CD of 11.5 KW. As per record, the consumer has availed power supply since 02<sup>nd</sup> Feb. 2016 and arrear outstanding upto Feb.-2023 is ₹ 1,29,125.87p.

The complainant represented that power supply to his lift irrigation point has not been given from the initial date of power supply but the OP is raising monthly bill which needs bill revision. The OP submitted has only submitted the billing ledger where it founds that the monthly bill has been raised till Feb-2023 with "PREMISES LOCKED". On dated 12<sup>th</sup> Dec. 2025 at Mahadevpali camp court, the Forum directed OP to submit the power supply agreement copy, test report as well as power supply charging report, transformer details and present physical verification report. But till date, the OP fails to submit the same. On the other side, bills upto Feb-2023 has been generated with PREMISES LOCKED status and from Mar-2023, no bill has been generated.

In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.

The Forum has gone through the billing abstract and observed that there is a payment of ₹ 15,256/- made in 14<sup>th</sup> Feb. 2020 and CMR on that month is 20 with actual billing status. Thereafter, no CMR is available. Hence, it is an evident that power supply was there till Feb.-2020.

MEMBER (Fin.)

PRESIDENT

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 monthly bill raised to the consumer from the initial date of power supply i.e. 02<sup>nd</sup> Feb. 2016 to Jan.-2020 is to be revised considering IMR: 0 (02.02.2016) and FMR: 20 (Jan.-2020). All bills raised thereafter is to be withdrawn as there is no power supply.
2. The consumer is liable to pay monthly fixed charges and other statutory charges till Feb-2021 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
3. DPS is to be levied as per OERC Regulation.
4. 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.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Swarupanda Panigrahi, At/Po-Binka, Jagannathnagar, Dist-Sonepur-767019.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : [tpwesternodlsha.com](http://tpwesternodlsha.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.”**