



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),  
BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com)/ [Grf.bolangir@tpwesternodisha.com](mailto: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/ 215<sup>B</sup>

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/147/2026		
2	Complainant/s	Name & Address Sri Gopal Das Agrawal, For Sri S.K.Agrawal, At/Po-Kantabanji, Dist-Bolangir	Consumer No 912211110228	Contact No. 9437202232
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	18.03.2026		
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	18.03.2026		
9	Date of Order	31.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kantabanji

**Appeared:**

For the Complainant -Sri Gopal Das Agrawal  
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/147/2026**

Sri Gopal Das Agrawal,  
For Sri S.K.Agrawal,  
At/Po-Kantabanji,  
Dist-Bolangir  
Con. No. 912211110228

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.31.03.2026)**

During Camp Court hearing at Kantabanji Sub-division Office on 18<sup>th</sup> Mar. 2026, the representative of the consumer Shri Gopal Das Agrawal was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Gopal Das Agrawal who is a LT-GPS. consumer availing a CD of 1.5 KW. The complainant represented that an additional bill of ₹ 26,066.89p has been debited in the bill of May-2023 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

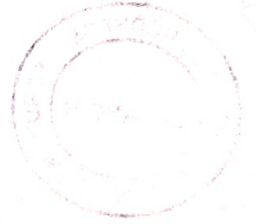
The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that as per Order of the Forum in Case no. 391 of 2025, all bills has been withdrawn from Apr-2020 to Mar-2021 as he has not availed power supply due to Pandemic Covid-19. But, the OP has raised additional bill for the said period on the basis of meter defective with a debit of ₹ 26,066.89p in the bill of May-2023 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Apr-2000. The billing dispute raised by the complainant for the additional bill of ₹ 26,066.89p has been raised in May-2023 bill in obedience to C]-155 of OERC Dist. (Conditions of Supply) Code 2019. Earlier, in GRF Case no.

MEMBER (Fin.)

PRESIDENT



391 of 2025, all bills for the period Apr-2020 to Mar-2021 has been withdrawn as the consumer has not availed power supply. The present additional bill has been calculated for the same period again which needs to be re-assessed.

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-GPS. consumer with a CD of 1.5 KW. The consumer has availed power supply since 15<sup>th</sup> Apr. 2000 and total outstanding upto Feb.-2026 is ₹ 34,043.62p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that, an additional bill of ₹ 26,066.89p has been added in the bill of May-2023 which needs to be withdrawn. The OP submitted with relevant record that, earlier as per GRF order in Case no.-391 of 2025, all bills pertaining to the period Apr-2020 to Mar-2021 has been withdrawn as the consumer has not availed power supply due to Pandemic Covid-19.

The Forum examined the documents submitted by both the parties and found that earlier, the consumer was knocked the door of the Forum on 23<sup>rd</sup> Jul. 2025 which was registered as case no. 391 of 2025. After hearing, the Forum was passed order on 14<sup>th</sup> Aug. 2025. The abstract of the order is,

*"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-2020 to Mar-2021 must be withdrawn as the consumer has not availed power supply to his premises during COVID-19. 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."*

It is observed that the OP has raised additional bill for the period Feb-2020 to Dec-2021 which includes the non-use period of electricity i.e. Apr-2020 to Mar-2021. The Forum feels that when it is declared about non-use period of electricity, it is not wise to raise additional bill including the same period again. Hence, the assessment period needs to be re-assessed. During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 6,474.95p is to be debited and ₹ 26,066.89p which was debited in the bill of May-2023 is to be withdrawn from the arrear outstanding.

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.

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PRESIDENT



The OP has initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 6,474.95p is to be debited and the upward assessment of ₹ 26,066.89p which was debited in the bill of May-2023 is to be withdrawn. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.

*23/03/26*  
P.K.SAHOO  
MEMBER (Fin.)

*[Signature]*  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Gopal Das Agrawal, At/Po-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."**