



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 240

Dated, the 31/03/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/173/2026		
2	Complainant/s	Name & Address Sri Mahesh Agrawal, For Sri Deshraj Jain, At/Po-Raipur, Devendra Nagar, D-41, Sector-04, Raipur, Chatishgarh	Consumer No 912211040196	Contact No. 9669138300
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	25.03.2026		
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) <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	25.03.2026		
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 Tureikela



**Appeared:**

For the Complainant - Sri Mahesh Agrawal  
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/173/2026**

Sri Mahesh Agrawal, - COMPLAINANT  
For Deshraj Jain,  
At/Po-Raipur, Devendra Nagar,  
D-41, Sector-04, Raipur, Chhatisgarh  
Con. No. 912211040196

-Versus-

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



**ORDER**  
**(Dt.31.03.2026)**

During Camp Court hearing at Tureikela PSS on 25<sup>th</sup> Mar. 2026, the representative of the consumer Shri Mahesh Agrawal was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Mahesh Agrawal who is a LT-GPS. consumer availing a CD of 1 KW. He was disputed that power supply to his premises has been disconnected since Dec-2014 but false energy bills have been generated by the OP and appealed before the Forum for withdrawal of bills as he is not availing power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 25.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The complainant represented that power supply to his premises has been disconnected since Dec-2014 but fictitious bills have been raised by the OP. For that false bills, the arrear has been accumulated to ₹ 83,745.74p upto Dec-2021. 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-GPS consumer availing power supply since Jun-2000. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

MEMBER (Fin.)

21/03/26

PRESIDENT

## REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP inspected the consumer premises on 30<sup>th</sup> Mar. 2026 and certified that the consumer doesnot use any power supply from Apr-2016 to Dec-2021. The report submitted by OP dated 30<sup>th</sup> Mar. 2026 has taken into record.

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 28<sup>th</sup> Jun. 2000 and total outstanding upto Dec-2021 is ₹ 83,745.74p., thereafter no bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply to his premises has been disconnected since Dec-2014 but the OP has been raised fictitious bills till Dec-2021. Against that, the OP was asked seven day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 30<sup>th</sup> Mar. 2026 and submitted the report before the Forum. The abstract of the report is,

*“During site verification with lineman, it was found that the consumer doesn’t use any power supply from Apr-2016 to Dec-2021.”*

The inspection report dated 30<sup>th</sup> Mar. 2026 submitted by OP has been taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Apr.-2016. Hence, the bills raised from Apr-2016 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.

**The energy bills raised to the consumer from Apr-2016 to Dec-2021 must be withdrawn as there is no power supply to the consumer premises. The consumer no. must be tagged with PDC category as the initial period of agreement is over. 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.**



*31/02/26*  
**P.K.SAHOO**  
MEMBER (Fin.)

*[Signature]*  
**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Mahesh Agrawal, At/Po-Raipur, Devendra Nagar, D-41, Sector-04, Raipur, Chhatishgarh-492001.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**