

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh ... President
Sri Pulakesh Dasbhaya ... Member (Finance)
Sri Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/09/2026			
2	Complainant	Name & Address:		Consumer No:	
		Pramod Kumar Agrawal		5120-0103-6643	
		At-Dablong, Gopalpur Bhatli, Dist-Bargarh		Contact No.: 9437054390	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.	
4	Date of Application	12.01.2026			
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	42(5)			
7	OERC Regulation(s):	Clauses			
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019		155 & 157	
8	Date(s) of Hearing	12.01.2026			
9	Date of Order	10.02.26			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Pramod Kumar Agrawal Represented by Pintu Barik		SDO(Elect.), TPWODL, Bhatli		

B.K.Singh

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhatli Electrical Sub-division under Bargarh Electrical Division on 12-01-2026, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 5150-0103-6643 with connected load of 3.00 KW. That the Complainant has raised objection regarding the bills served to him in LT-General Purpose Category instead of Lift Irrigation category. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he was being billed on Lift Irrigation category from the beginning but later on bills are being served to him in LT-General Purpose Category from Mar'2025 instead of Lift Irrigation category.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills and change of category to domestic.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 31-01-2026 mentioning that the "consumer availing the supply for Irrigation purpose, so category may be changed to Irrigation pumping and Agriculture."
- ii. The respondent also agreed upon change of category from General Purpose < 110KVA to LT- IRRIGATION PUMPING AND AGRICULTURE and

agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.



Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That the complainant has been billed on LT- IRRIGATION PUMPING AND AGRICULTURE category from the date of power supply 04-01-2014. But from Mar'2025 he is being billed in LT- GENERAL PURPOSE < 110 KVA category.
2. It is noted by the Forum that, during the inspection on 11-03-2025 it is found that the complainant had extended a single-phase line to a temporary commercial connection for which he has been penalized and the complainant has paid the penalty amount also.
3. As per submission of the respondent now the complainant is using the supply for Irrigation purpose only.
4. It is also noted that from Apr'2025 to Oct'2025 provisional/average bills have been served due to defective meter. In the meanwhile, a new meter bearing Sl. No. TWSC5904375 has been installed on 22-11-2025.
5. As per Regulation 43 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *"If a consumer wishes to change his consumer category, he shall submit an application form to the licensee/supplier in the format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 21 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. The licensee/supplier shall also note down the meter reading at the time of inspection. If on inspection, the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer."* The instant case has no records submitted from either of the parties regarding application for change of consumer category.
6. Again, As per Regulation 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *" If it is found that a consumer*

has been classified in a particular category erroneously or the purpose of supply as mentioned in the agreement has changed or the consumption of power has exceeded the limit of that category or any order of reduction or enhancement of contract demand has been obtained, the engineer may reclassify him under appropriate category after issuing notice to him to execute a fresh agreement on the basis of the altered classification or modified contract demand. For this purpose, the consumer shall be duly given a 15 days' notice period to file objections, if any on the notice. The licensee/supplier after due consideration of the consumer's reply, if any, may alter the classification within 30 days thereafter through passing of necessary order and issuing letter, notice to that effect. Provided that if the consumer does not take steps within the time indicated in the notice to execute the fresh agreement, the engineer may, after issuing a clear fifteen days show cause notice and after considering his explanation, if any, may disconnect the supply of power observing due formalities as per law. Provided further that in case of any dispute, the matter shall be referred to the Grievance Redressal Forum constituted under the Electricity Act, 2003."

7. Therefore, it is decided by the Forum that, the tariff should be reverted to LT-IRRIGATION PUMPING AND AGRICULTURE category.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The tariff of the complainant is to be reverted from General Purpose < 110KVA to LT- IRRIGATION PUMPING AND AGRICULTURE category immediately as per Regulation 43 and 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Mar'2025 to Jan'2026 are to be revised as per the LT- IRRIGATION PUMPING AND AGRICULTURE tariff as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

The Opposite party is directed to submit the compliance report to this Forum within 30-06-2026.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-766028



Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 22⁽³⁾

Date: 10.02.26

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 09 of 2026.