

# 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 D.R Sahu          | ... | Co-Opted Member  |

|    |                                              |                                                                           |                               |                                                      |           |
|----|----------------------------------------------|---------------------------------------------------------------------------|-------------------------------|------------------------------------------------------|-----------|
| 1  | Case No.                                     | <b>BGH/129/2025</b>                                                       |                               |                                                      |           |
| 2  | Complainant                                  | Name & Address:                                                           |                               | Consumer No:                                         |           |
|    |                                              | Amulya Panda                                                              |                               | 5150-0116-1282                                       |           |
|    |                                              | At-Melchhamunda, Near Bus Stand                                           |                               | Contact No.:                                         |           |
|    |                                              | Dist-Bargarh                                                              |                               | 6370918567                                           |           |
| 3  | Respondent                                   | Name                                                                      |                               | Division                                             |           |
|    |                                              | Executive Engineer (Elect.), TPWODL, BWED, Bargarh                        |                               | BWED, TPWODL, Bargarh.                               |           |
| 4  | Date of Application                          |                                                                           | 19.08.2025                    |                                                      |           |
| 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 |                                                                           | 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                           |                                                                           | 19.08.2025                    |                                                      |           |
| 9  | Date of Order                                |                                                                           | 08.10.2025                    |                                                      |           |
| 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:  |                                                      |           |
|    | Amulya Panda Represented by<br>G.C Panda     |                                                                           | SDO(Elect.), TPWODL, Padampur |                                                      |           |

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 19-08-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110 KVA consumer having consumer No. 515001161282 with connected load of 2.50 KW. That the Complainant has raised objection regarding the category change from Lift irrigation to General purpose and a pending application for domestic supply since 2021. 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 in LI category but tariff has been changed to General purpose category from Sep'2024 resulted to accumulation of arrear.
2. He also submits that he has applied for a new connection for domestic purpose in 2021 but it is pending till date.
3. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 03-09-2025 and 06-09-2025 with a written submission of SDO Padampur received on 26-09-2025.
- ii. The respondent submitted that the consumer was availing power supply under Lift irrigation category but on 06-09-2024 consumer penalized due to misuse of Tariff as the consumer was using power supply for the purpose of Commercial, Domestic and Irrigation i.e. Wheat grinding machine (2.5 KW), Fan 2 Nos., Led Light 5 Nos., Cooler 1 no. and Motor 1 no. (2.50 KW).



- iii. Category of the consumer has been changed in the month of Sep'2024 from Irrigation Pumping and Agriculture to Domestic and from Nov'2024 category changed from Domestic to General Purpose.
- iv. That, the applied new connection was already cancelled and the security amount will be refunded which is under process.



### **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:

- That the complainant has been billed as per Irrigation Pumping and Agriculture category from the date of power supply. On 06-09-2024, while checking the respondent found that the complainant was using power supply for Domestic, General Purpose and for Irrigation purpose also for which the complainant was penalized and tariff changed to General Purpose.
- The Forum is also on the view that as the complainant is using the power supply for multipurpose categories, the change of tariff to General Purpose is justified.
- Again, it is noted by the Forum that the Security Deposit amount paid by the complainant for application of new connection is pending since 2021 and yet to be paid by the respondent till date which is not justified.

### **Directions of the forum**

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

1. The change of category to General Purpose is Justified as the complainant is using the power supply for multiple purposes.
2. The complainant is directed to clear all his arrear dues available in his present connection and apply a fresh for separate new connection for domestic, commercial and irrigation purpose.
3. The respondent is directed to refund the Security Deposit within 15 days from the date of issue of this order.

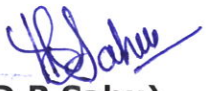
**The Opposite party is directed to submit the compliance report to this Forum within 23-10-2025.**

  
**PRESIDENT**  
Grievance Redressal Forum  
TPWOODL, Bargarh-768028

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Accordingly, the case is disposed of.

  
(D.R. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 163<sup>(3)</sup>

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

  
(B.K. Singh)  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 08.10.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 129 of 2025.