

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.	BGH/192/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sunita Mishra		5150-0111-1473	
		At-Surya Nagar, Padampur		Contact No.:	
		Dist-Bargarh		7683864655	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BWED, Bargarh TPWODL.		BWED, TPWODL, Bargarh.			
4	Date of Application	10.11.2025			
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	19.11.2025			
9	Date of Order	19.12.25			
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:		
	Sunita Mishra Represented by Sri Deepak Kumar Agrawala		Executive Engineer(Elect.), BWED, Bargarh, TPWODL Represented by Sri Shiba Narayan Tripathy(OAG-II)		

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 192 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- ALLIED AGRICULTURE ACTIVITIES consumer having consumer No. 5150-0111-1473 with contract demand of 17.00 KW under the area of Bargarh West Electrical Division.

That the Complainant has raised objection regarding the application for category change in Jun'2024 but approval given by the respondent in Dec'2024.

Gist of Arguments made by the Parties

Both the parties were present in the hearing on dated 19-11-2025. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. That he has wrongly applied for new connection in LT-General Purpose category and made an agreement on dated 03-04-2024 by observing all official procedures.
2. That, later on the complainant came to know that the category LT-General Purpose has wrongly been applied instead of LT- Allied Agriculture Activities. Thereafter again the complainant applied for change of category from LT-General Purpose to LT- Allied Agriculture Activities in Jun'2024 but the category has been changed by the respondent from Dec'2024 instead of Jun'2024.
3. Therefore, he requested the forum to revise the bill.

2. Reply Submission of the Respondent:

1. That, as per the available record the consumer has been availing power supply since dt.09/04/2024 with CD of 17.00 KW.
2. That, primarily the power supply agreement was executed under LT-GP category by which bill was generated under LT-GP category.
3. That, subsequently in the month of June 2024 consumer applied for category change from LT- GP to Allied Agro Activities.

E.3

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Accordingly, concerned SDO submitted a PVR with site photo and acknowledged to change the category from LT-GP to Allied Agro Activities.



4. That, the above request was rejected by the MMG team by referring as per OERC guidelines category cannot be changed from other tariff category to Agriculture category.
5. That, again, consumer applied for category change in the month of September 2024 by submitting permission copy, estimate copy, inspection report of electrical inspector, agreement copy, GO-Ahead letter (department of agriculture & farmers empowerment).
6. This request was executed by observing all departmental formalities and bill has been generated under LT-Allied Agro Activities from December 2024.

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 is a LT- ALLIED AGRICULTURE ACTIVITIES consumer having consumer No. 5150-0111-1473 with contract demand of 17.00 KW under the area of Bargarh West Electrical Division.
2. That, due to ignorance of the complainant, the agreement has been done in LT- General Purpose category and bills have been raised in LT- General Purpose category from Apr'2024 to Nov'2024.
3. Later on the complainant applied for category change in Jun'2024 but it is noted that all required documents as desired by the respondent has been submitted by the complainant on 04-09-2024.
4. Therefore, it is decided by the Forum that, the category should be changed from Sep'2024.

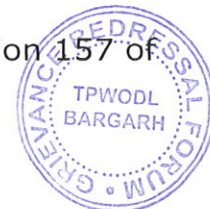
Directions of the forum

In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of



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hearing, the Forum hereby passes orders in consonance with Regulation 157 of the OERC Distribution (Conditions of Supply) Code 2019.





1. The respondent is directed to revise the bills served to the complainant from Sep'2024 to Nov'2024 as per LT- ALLIED AGRICULTURE ACTIVITIES.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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 one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
219(3)


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


(B.K. Singh)
PRESIDENT
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.12.25

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 192 of 2025.