

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/208/2025				
2	Complainant	Name & Address:		Consumer No:		
		Ritanjali Sahu		5153-1409-0148		
		At/Po-Kangaon, Sohela		Contact No.:		
		Dist-Bargarh		8328850242		
3	Respondent	Name		Division		
SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.				
4	Date of Application		05.12.2025			
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		05.12.2025			
9	Date of Order		20.12.25			
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:			
	Ritanjali Sahu Represented by Bibekananda Sahu Sahu		SDO(Elect.), TPWODL, Sohela			

ORDER

Brief Facts of the Case

During the spot hearing camp at Sohela Electrical Sub-division under Bargarh West Electrical Division on 05-12-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1409-0148 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him in LT-Domestic 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 is being billed in Domestic category but the supply is being used for lift irrigation purpose from the beginning.
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 30-11-2025 received on 05-12-2025 mentioning that the "consumer has a separate domestic connection bearing consumer no. 5153-1409-0051 but mistakenly this connection bearing consumer no. 5153-1409-0148 has been generated for LT-Domestic category, while consumer is using power supply for LT-Agriculture".
- ii. The respondent also agreed upon change of category from Domestic to Lift Irrigation category 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 Domestic category from the date of power supply 26-05-2017.
2. But as per submission of the complainant, he is using the supply for Agriculture purpose from date of power supply and now it is confirmed by the respondent that consumer has a separate domestic connection bearing consumer no. 5153-1409-0051 but mistakenly this connection bearing consumer no. 5153-1409-0148 has been generated for LT-Domestic category, while consumer is using power supply for LT-Agriculture.
3. 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.*"
4. Therefore, it is decided by the Forum that, the tariff should be changed to LT-IRRIGATION PUMPING AND AGRICULTURE category.

B. M.

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768029**




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 changed from Domestic to LT- IRRIGATION PUMPING AND AGRICULTURE category by following Regulation 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

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


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


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

No. GRF/BGH/ 223⁽³⁾

Date: 20.12.25

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 208 of 2025.