

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)

1	Case No.	BGH/37/2025			
2	Complainant	Name & Address:		Consumer No:	
		Subash Bhoi		5120-0103-7307	
		At-Sukuda, Bhatli		Contact No.:	
		Dist-Bargarh		9668639247	
3	Respondent	Name		Division	
		Executive Engineer(Elect.),BED,Bargarh,TPWODL		BED, TPWODL, Bargarh.	
4	Date of Application	17.03.2025			
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	17.03.2025			
9	Date of Order	28.04.2025			
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:		
	Subash Bhoi Represented by Gobardhan Bhoi		SDO(Elect.), TPWODL, Bhatli		

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Bhatli of Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 17-03-2025, 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. 512001037307 with connected load of 20 KW. That the Complainant has raised objection regarding the wrong reclassification of category from Lift Irrigation to General Purpose. 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, wrong reclassification of category from Lift Irrigation to General Purpose has been done due to which high billings have been done resulted to accumulation of arrear.
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.

2. Reply Submission of the Respondent:

- i. That, the consumer has complained regarding erroneous reclassification of category from Irrigation and pumping to General Purpose.
- ii. That, the consumer has executed agreement for power supply to his L.I. point for a load of 20 KW on dt. 08-09-2021 and power supply has been charged on 18-09-2021.
- iii. That, on 18-12-2024, the enforcement team inspected the premise of the complainant and found that consumer was availing power for domestic purpose by taking one phase from the connection meant for the LI point for 0.295 KW.

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- iv. That, after due assessment and with reference to the regulation laid down under section 138 (E) of OERC Condition of supply code 2019, the category of the consumer has been reclassified under LT General purpose category w.e.f. 02-12-2024.
- v. Further, as reported by SDO Bhatli, there were multiple users namely Birat Sahu, Subhash Bhoi and Bikash Sa. Later on consequent upon imposition of penalty, other two users have applied for new connection under Irrigation Pumping and Agriculture category and also brought in to billing fold.



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 consumer has executed agreement for power supply to his L.I. point for a load of 20 KW.
- That, on 18-12-2024, the enforcement team inspected the premise of the complainant and found that consumer was availing power for domestic purpose by taking one phase from the connection meant for the LI point for 0.295 KW and accordingly penalty has been levied to the complainant and also the penalty amount has been paid by the complainant.
- As per submission made by SDO Bhatli, Mr. Subhash Bhoi was mis-communicated that after an agreement against a CD of 20 KW, he could use multiple loads within 20 KW from his own transformer.
- The Forum is also of the view that, if there were other consumers availing supply from the same transformer, the respondent could have made separate agreements for other consumers instead of doing one agreement for 20 KW which led to the fact that the complainant was misguided by the respondent.
- It is also noted by the Forum that; the respondent has made the agreement with the complainant under Irrigation Pumping and Agriculture category but could not justify the reason for not doing agreement under General purpose category according to section 138 (E) of OERC Condition of supply code 2019.
- Since usage on other category has been closed and settled on assessment, the Forum construed that, the billing of the complainant should be as per original category made on agreement and the reclassification of tariff from LI category to GP category is inappropriate.

Directions of the forum




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

- The category of consumer no. 512001037307 is to be reverted from LT General purpose category to LT Irrigation Pumping and Agriculture category and bills from Jan'2025 to Mar'2025 are to be revised as per LT Irrigation Pumping and Agriculture Tariff as per Section 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 one month from the date of issue of this order.

Accordingly, the case is disposed of.


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


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

No. GRF/BGH/

60⁽²⁾

Date: 28.04.25

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 37 of 2025.