

# 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.	<b>BGH/67/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Bhaktahari Kuar		5154-0116-0004	
		At-Kasada, Paikmal		Contact No.:	
		Dist-Bargarh		9777385625	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	17.02.2026			
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			42,140,155 & 157
8	Date(s) of Hearing	17.02.2026			
9	Date of Order	05.03.26			
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:		
	Bhaktahari Kuar		SDO(Elect.), TPWODL, Paikmal		

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## **ORDER**



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

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division on 17-02-2026, the complainant appeared before the Forum whereas SDO- Paikmal 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. 5154-0116-0004 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bill raised in Oct'2024 as per LT-Domestic 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, bill raised in Oct'2024 as per LT-Domestic category 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. The respondent submitted the PVR dated 17-02-2026 mentioning that the first bill generated with Domestic category instead of Lift Irrigation category.
- ii. The respondent also 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 given power supply on 21-03-2022 and first bill generated in Oct'2024 for 32 months (from Mar'2022 to Oct'2024) as per Domestic category. However, it is noted by the Forum that from Nov'2024 onwards, the bills have been raised under LT- IRRIGATION PUMPING AND AGRICULTURE category.
2. Therefore, it is decided by the Forum that, the bill generated in Oct'2024 for 32 months (from Mar'2022 to Oct'2024) should be revised.

**Directions of the forum**

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

- The bill for the month of Oct'2024 for 32 months (from Mar'2022 to Oct'2024) is to be revised as per the 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.

*(Signature)*  
**(D.R.Sahu)**  
 Co-Opted Member  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 No. GRF/BGH/ 500

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

*(Signature)* 05/03/26  
**(B.K.Singh)**  
 President  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 Date: 05.03.26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 67 of 2026.