



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 376<sup>(5)</sup>

Dated, the 15/05/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/275/2025																			
2	Complainant/s	Name & Address	Consumer No	Contact No.																	
		Sri Gopinath Hota, At/Po-Sahajbahal, Dist-Bolangir	911001140325	7008043971																	
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																		
4	Date of Application	29.04.2025																			
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">15. Others (Specify) –</td> </tr> </table>				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) –	
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause 3. OERC Conduct of Business) Regulations,2004; Clause 4. Odisha Grid Code (OGC) Regulation,2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others																			
8	Date(s) of Hearing	08.05.2025																			
9	Date of Order	15.05.2025																			
10	Order in favour of	Complainant	Respondent	Others																	
11	Details of Compensation awarded, if any.	Nil																			

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant - Sri Gopinath Hota  
For the Respondent - Sri Srikanta Satpathy, AFM (Auth. Representative)

**Complaint Case No. BGR/275/2025**

Sri Gopinath Hota,  
At/Po-Sahajbahal,  
Dist-Bolangir  
Con. No. 911001140325

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**

**(Dt.15.05.2025)**

During hearing at Forum office on 08<sup>th</sup> May 2025, the complainant Shri Gopinath Hota was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.), Balangir Electrical Division (Authorised representative of EE, Balangir) was also present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by Shri Gopinath Hota who is presently a LT-GPS consumer availing a CD of 6 KW. He has disputed that the OP has illegally changed his billing category from Allied Agro & Ag. category to Gen. Purpose category without any intimation from Mar-2024. The complainant needs to revive his billing category to his earlier category i.e. Allied Agro & Agriculture category.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 08.05.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chudapali section of Balangir Division. The complainant represented that the OP has illegally changed the billing category from Allied Agro & Agriculture (AAA) category to GPS category from Mar-2024 without any reason which is illegal and which also needs to be amended to AAA category and requested before the Forum for revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with written version. On defence, he intimated that the consumer is presently a LT-GPS consumer availing power supply since 23<sup>rd</sup> Apr. 2022. Initially, the consumer has availed power supply under LT-Allied Agro & Agriculture (AAA) tariff category. On dated 05<sup>th</sup> Feb. 2024, the premises of the consumer was inspected by TPWODL team and found that the consumer is using power supply for GPS category which is other than AAA category and which attracts CI-42 of OERC Regulation Code 2019. Accordingly, the billing

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



category has been changed w.e.f. Mar-2024. The OP intimated that against that inspection report dated 05<sup>th</sup> Feb. 2024, the consumer has appealed before District Consume Redressal Commission, Balangir which has been registered as Case no. 37 of 2024 and is pending for disposal. Also, he has also appealed before Appellate Authority-cum-Dy. Electrical Inspector, Balangir being registered as Case no. : AFO No. 01 of 2024-25 and is still pending for disposal.

Based on the above, the OP requested before the Forum to pass order as deemed fit.

### **FINDINGS AND ANALYSIS OF THE FORUM**

Initially, the consumer has availed power supply for a CD of 6 KW under Allied, Agro & Agriculture category since 23<sup>rd</sup> Apr. 2022. Subsequently, based on the inspection report carried by the licensee team on 05<sup>th</sup> Feb. 2024, the category of the consumer has been reclassified under LT-GPS category w.e.f. Mar-2024 under CI-42 of OERC Conditions of Supply Code-2019. Based on the inspection report, provisional assessment followed by final assessment has been done on 29<sup>th</sup> Feb. 2024. It is understood that, against the inspection report dated 05<sup>th</sup> Feb. 2024, the consumer has appealed before the District Consume Redressal Commission, Balangir which has been registered as Case no. 37 of 2024 and is pending for disposal. Also, he has appealed before Appellate Authority-cum-Dy. Electrical Inspector, Balangir being registered as Case no. : AFO No. 01 of 2024-25 and is pending for disposal.

Hence, the Forum is of the opinion that since the matter is subjudiced before DCDRC, Balangir and Appellate Authority-cum-Dy. Electrical Inspector, Balangir, the Forum leaves the matter with DCDRC, Balangir and Appellate Authority-cum-Dy. Electrical Inspector, Balangir.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

As the matter of the case is subjudiced before District Consume Redressal Commission, Balangir and before Appellate Authority-cum-Dy. Electrical Inspector, Balangir, the present case is dropped herewith.

Case is disposed off accordingly.



**K.S.PADHIE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Gopinath Hota, At/Po-Sahajbahal, Dist-Bolangir-767024.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : [tpwesternodisha.com](http://tpwesternodisha.com) → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

**"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 within 30 days from the date of order of the Grievance Redressal Forums."**