



## ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର

### GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 433

Dated, the 24/06/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

|                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
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| 1                                                                                   | Case No.                                     | Complaint Case No. BGR/286/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 2                                                                                   | Complainant/s                                | Name & Address<br>Miss. Sukanti Sarap,<br>Forest Guard, Deogaon,<br>For M/s Forester Deogaon Section,<br>Permanent Nursury, At/Po-Deogaon,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   | Consumer No<br>911001140352                                   | Contact No.<br>9078240666<br>9337930336 |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 3                                                                                   | Respondent/s                                 | Name<br>EE, BED, TPWODL, Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 4                                                                                   | Date of Application                          | 03.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 5                                                                                   | In the matter of-                            | <table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>√</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="4">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) – |  |  |  |
| 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 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 7                                                                                   | OERC Regulation(s) with Clauses              | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                        |   |                                                               |                                         | 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 |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 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                           | 18.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 9                                                                                   | Date of Order                                | 24.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 10                                                                                  | Order in favour of                           | Complainant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | √ | Respondent                                                    | Others                                  |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |
| 11                                                                                  | Details of Compensation awarded, if any.     | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |                                                               |                                         |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                     |  |                                           |  |                                                      |  |                  |  |             |  |                   |  |                              |  |                                 |  |                                                 |  |                                    |  |                          |  |                        |  |  |  |

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

**For the Complainant** - Sri Janmejaya Panigrahi, Forester, Deogaon Section  
**For the Respondent** - Sri Dipak Kumar Kar (Accountant) (Auth. Representative)

**Complaint Case No. BGR/286/2026**

Miss. Sukanti Sarap,  
Forest Guard, Deogaon,  
For M/s Forester Deogaon Section,  
Permanent Nursery, At/Po-Deogaon,  
Dist-Bolangir  
**Con. No. 911001140352**

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**  
**(Dt.24.06.2026)**

**HISTORY OF THE CASE**

The Complaint petition filed on behalf of the consumer by Miss Sukanti Sarap, Forest Guard who is a LT-GPS. consumer availing a CD of 5.5 KW. She was represented that power supply to the said premises is being used for Govt. Horticulture purpose since the date of power supply but the monthly bill has been generated on GPS tariff which needs bill revision. The complainant needs suitable bill revision and conversion of billing tariff.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.06.2026**

**SUBMISSION OF COMPLAINANT**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that the said connection is being used for govt. nursery and horticulture purpose but monthly bill has been generated on GPS category since the beginning which needs bill revision and tariff change under Agricultural purpose tariff. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill and change of tariff.

**PREVIOUS COMPLAINS IF ANY :**

Letter no. 339, dated 26<sup>th</sup> May 2026 of Range Officer, Deogaon Forest Range addressed to ESO-Deogaon.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The authorized representative of OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is being billed under GPS tariff since the date of power supply. After receipt of complaint, the premises was verified on 06<sup>th</sup> Jun. 2026 and found that this is a govt. consumer under Forest department and the purpose of use is for permanent nursery.

**MEMBER (Fin.)**

**PRESIDENT**





Considering the above, the OP requested before the Forum to consider this and to pass order as deemed fit.

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

The consumer is a LT-GPS. consumer with a CD of 5.5 KW. The consumer has availed power supply since Mar.-2023. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer was represented that the said connection is being used for nursey & agriculture purpose from the date of supply but the OP is raising monthly bill under GPS tariff which needs bill revision as per HT-Agriculture tariff.

The OP submitted with field verification report dated 06<sup>th</sup> Jun. 2026 and found that the said connection is being used for permanent nursery under Forest department of Govt. of Odisha.

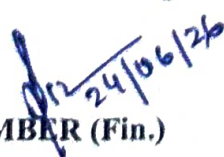
The Forum analysed the documents submitted by both parties and written version of OP. It is observed that the said connection is coming under Forest department of Govt. of Odisha and is used for permanent nursery. The purpose of use for distribution of seedling (small plants) to different category of people, schools, offices etc for green environment and there is no commercial activity is going on. Based on consumer complaint, the OP inspected the consumer premises on 06<sup>th</sup> Jun 2026 and certified that the connection is used for permanent nursery.

In the instant case, the complainant has claimed unilateral change of tariff category from GPS to Allied Agricultural Activities (AAA) category w.e.f. Mar-2023 without any sort of formalities on behalf of consumer in accordance with amended Regulation of Hon'ble OERC, which is not maintainable in its face since the tariff notification promulgated was meant for information of all and applicability of a different tariff category involves proper application which is not possible without any move by the consumer which is lacking in this case. Power supply to the consumer has been released under GPS tariff and the complainant has paid the monthly bill time to time without any protest. At the belated stage, now when claims benefit or altered tariff retrospectively the same is not feasible in absence of any application from the consumer. The consumer has approached the licensee on 26<sup>th</sup> May 2026 for the first time which is treated as initial application for tariff change. In support of that, the OP inspected the premises and certified that presently the consumer is using for AAA purpose only. In this regard CI-138 (f) of OERC Regulation Code is extracted below,

**"138. (f) Allied Agricultural Activities :**

***This category relates to supply of power for Aquaculture (which includes Pisciculture/ Prawn culture), Horticulture, Floriculture, Sericulture, Animal Husbandry and Poultry in areas other than areas coming under Municipality / NAC limit of the State. Activities such as ice factories, chilling plants, cold storages, cattle/poultry/fish feed units and food / agri products processing units are excluded. In case a feed unit is attached to a poultry firm / aqua culture farm / cattle rearing farm and has a connected load of less than 20% of the connected load of the whole farm then the tariff of the power consumed by such farm shall be treated under this category. If the connected load in the attached feed unit exceeds 20% of the total connected load then the entire consumption of the farm and feed processing unit taken together shall be charged with the tariff as applicable for General Purpose or the Industrial purpose as the case may be."***

Taking into consideration of above, the Forum is of the opinion that power supply to the consumer premises is being used for Horticulture purpose and must be coming under AAA billing category.

  
MEMBER (Fin.)

  
PRESIDENT

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.

The OP is directed to amend the billing category from GPS tariff to HT-Allied Agricultural Activities (AAA) tariff w.e.f. 01<sup>st</sup> Jun. 2026 as the first application of the complainant for tariff change has been received on 26<sup>th</sup> May 2026 and to raise the monthly bill accordingly.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.



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

  
**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Miss. Sukanti Sarap, Forest Guard, Deogaon, C/o-M/s Forester Deogaon Section, At/Po-Deogaon, Dist-Bolangir-767029.
2. Executive Engineer, Bolangir Electrical Division, 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 Forum."**