



## 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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/

875<sup>69</sup>

Dated, the

22/12/2025

Corum:

Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/596/2025																											
2	Complainant/s	Name & Address Sri Binod Bihari Padhan, For M/s Balangir Kalahandi Nuapada Regional Co-Op. Milk Producers Union Ltd., At-Mahipur, Po-Badngomunda, Via-Tusura, Dist-Bolangir		Consumer No 911001140359	Contact No. 9937180873																								
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	24.11.2025																											
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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 border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</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) 155, 157	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) 155, 157																													
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	11.12.2025																											
9	Date of Order	22.12.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)  
Page 1 of 4

PRESIDENT

Place of Hearing: GRF, Bolangir

**Appeared:**

For the Complainant - Sri Binod Bihari Padhan  
For the Respondent - Sri Srikanta Satpathy, AFM, BED (Representative)



**Complaint Case No. BGR/596/2025**

Sri Binod Bihari Padhan, - **COMPLAINANT**  
For M/s Balangir Kalahandi Nuapada Regional Co-Op. Milk Producers Union Ltd.,  
At-Mahipur, Po-Badngomunda,  
Via-Tusura, Dist-Bolangir  
Con. No. 911001140359

-Versus-

Executive Engineer, - **OPPOSITE PARTY**  
Bolangir Electrical Division,  
TPWODL, Bolangir

**ORDER**  
**(Dt.22.12.2025)**

During hearing at Forum office on 11<sup>th</sup> Dec. 2025, the complainant Shri Binod Bihari Padhan, On behalf of Balangir-Kalahandi-Nuapda Regional Co-op Milk Producers Union Ltd. was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.), Balangir Electrical Division (Authorised representative of Executive Engineer, Balangir Division) was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by Shri Binod Bihari Padhan who was represented before the OP vide his letter dated 16<sup>th</sup> Jul. 2025 for change of billing tariff category from LT-GPS to LT-Allied Agro Industries activities in reference to notification of Hon'ble Odisha Electricity Regulatory Commission dated 19<sup>th</sup> Oct. 2009. In response to that, the OP has not taken any action and the matter is pending at his end. Being aggrieved with the in-action of OP, the complaint appealed before this Forum for redressal of his grievances.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is an intending consumer under Tusura section of Balangir Division. The complainant represented as per notification dated 19<sup>th</sup> Oct. 2009 of Hon'ble OERC, the billing category should be amended to LT-Allied Agro Industries activities and to revise the bill accordingly.

**PREVIOUS COMPLAINS IF ANY :**

Letter no. nil, dated 16<sup>th</sup> Jul. 2025 of the complainant addressed to Executive Engineer, Balangir Division.

CO-OPTED MEMBER

MEMBER (Fin.)  
Page 2 of 4

PRESIDENT



### **SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with written version and relevant documents. On defence, he intimated that the complainant is availing power supply since 30<sup>th</sup> Apr. 2023. Based on his new power supply application, power supply has been released with LT-GPS category and accordingly, he was deposited required applicable security deposit of ₹ 49,568/- for LT-GPS category. From the initial date of power supply, the consumer was billed with "POST-PAID METER" which has been changed to "PRE-PAID METER" from 23<sup>rd</sup> Aug. 2023. As per OERC Regulation, the existing SD amount of ₹ 49,568/- has been adjusted against monthly energy bill. After receipt of application for change of tariff on dated 11<sup>th</sup> Sep. 2025, an additional security deposit of ₹ 21,648/- has been demanded on the same day and pending for payment at the consumer end due to which the application is pending. In regard to field inspection report dated 10<sup>th</sup> Dec. 2025, the consumer is using power supply for milk chilling plant.

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

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

The consumer is a LT-GPS. consumer with a CD of 15 KW. The consumer has availed power supply since 30<sup>th</sup> Apr. 2023. The Consumer has availed power supply to his premises since Apr-2023 under LT-GP tariff.

1. The petitioner submitted that they are using power supply for milk chilling plant which is coming under LT-Allied Agricultural Activities (AAA) as per notification of Hon'ble OERC dated 19<sup>th</sup> Oct. 2009 but the OP is raising monthly bill under LT-GPS category which needs to be revised.
2. The OP submitted that at the time of application for new power supply, the consumer has opted for LT-GPS category, accordingly permission was issued and he has made applicable security deposit of ₹ 49,568/- and availed power supply. Later on, he has applied on 11<sup>th</sup> Sep. 2025 for change of billing tariff to LT-AAA category. From the initial date of power supply, the consumer was availed power supply with Post-paid meter and subsequently from 23<sup>rd</sup> Aug. 2023, the consumer has been billed with Pre-paid meter and the existing security deposit has been adjusted in the monthly energy bill. As on date, there is no security money available with TPWODL, the consumer has asked to deposit ₹ 21,648/-. After payment of same, the category will be changed and hence presently he is being billed under LT-GP tariff.
3. It is a fact that there is a billing tariff category of AAA (Allied agricultural activities) but at the time of new power supply application, the consumer has opted for LT-GPS billing tariff. Based on which, SD amount has been calculated and served to the consumer for payment. Also, the consumer has executed agreement with the licensee for power supply under LT-GPS tariff. In this case, the said notification has been published on 19<sup>th</sup> Oct. 2009 i.e. well before the new service connection applied by the consumer.
4. The OP has verified the premises on 10<sup>th</sup> Dec. 2025 and certified that the consumer is using power supply for the milk chilling plant. In this case, the consumer never applied for change of billing tariff till 16<sup>th</sup> Jul. 2025. Hence, as per OERC guidelines, the applicability of altered tariff to existing consumer is to be processed by way of application so also execution of amended agreement thereof.

In the above case, the complainant has applied for change of tariff on 16<sup>th</sup> Jul. 2025 where the OP stated that he has applied on 11<sup>th</sup> Sep. 2025. The complainant has submitted the documentary evidence about his first application dated 16<sup>th</sup> Jul. 2025 and the OP has admitted this. Hence, the first application is to be treated as 16<sup>th</sup> Jul. 2025. Based the

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT







application, the consumer has deposited the required processing fees of ₹ 200/- on 16<sup>th</sup> Sep. 2025 vide MR no. 147436160925WS990001. Also, the OP has issued a demand note of ₹ 21,648/- towards security deposit.

It is to clarify that initially the consumer has availed power supply with Post-paid meter. From 23<sup>rd</sup> Aug. 2023, the consumer has availed power supply through pre-paid meter and till date is continuing with same status. In this aspect, demand of security deposit whether is applicable or not. In this regard, CI-52 (iii) is narrated below for better clarification,

***"52 (iii). If any person requiring supply under LT or HT is prepared to take the supply through a pre-payment meter if available, the distribution licensee/supplier shall not be entitled to collect the security deposit from such person.***

***Provided that in the case of existing consumers (LT or HT) who opt for the supply through pre-payment meter, the Licensee/supplier shall refund the amount of the security deposit of such consumer lying with the Licensee/supplier by adjustment of outstanding dues to the Licensee/supplier or any amount becoming due to the Licensee/supplier immediately thereafter."***

Hence, the OP is not entitled to demand security deposit from the consumer as the consumer is availing power supply with pre-paid meter.

5. The representative of OP has verified the premises on 10<sup>th</sup> Dec. 2025 and found that power is being used for milk chilling plant and applicable tariff should be AAA.

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 Opposite party is directed to amend the billing tariff of the consumer to Allied Agricultural Activities from LT-GPS tariff under CI-52 (ii) of OERC Regulation Code 2019 w.e.f. Oct.-2025 as he has completed the application formalities on 16<sup>th</sup> Sep. 2025 and to revise the 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.**

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

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

**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Binod Bihari Padhan, At-Mahipur, Po-Badngomunda, Via-Tusura, Dist-Bolangir-767030.
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 Forums."**