



## 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/ 973<sup>CS</sup>

Dated, the 30/09/2024

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

<b>1</b>	<b>Case No.</b>	<b>Complaint Case No. BGR/616/2024</b>																																		
<b>2</b>	<b>Complainant/s</b>	<b>Name &amp; Address</b>	<b>Consumer No</b>	<b>Contact No.</b>																																
		Sri Pradeep Kumar Sahoo, For Smt. Bimala Sahoo, At-Tikrapada, Po/Dist-Bolangir	911225300093	9861118064																																
<b>3</b>	<b>Respondent/s</b>	<b>Name</b>	<b>Division</b>																																	
		S.D.O (Elect.), No. II, TPWODL, Bolangir	Bolangir Electrical Division, TPWODL, Bolangir																																	
<b>4</b>	<b>Date of Application</b>	<b>12.09.2024</b>																																		
<b>5</b>	<b>In the matter of-</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 5%;"></td> <td style="width: 40%;">2. Billing Disputes</td> <td style="width: 5%; text-align: center;">√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td style="text-align: center;">√</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) –																																				
<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>																																			
<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <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																																				
<b>8</b>	<b>Date(s) of Hearing</b>	<b>26.09.2024</b>																																		
<b>9</b>	<b>Date of Order</b>	<b>30.09.2024</b>																																		
<b>10</b>	<b>Order in favour of</b>	Complainant	Respondent	Others																																
			√																																	
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	<b>Nil</b>																																		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** GRF, Bolangir

**Appeared:**

**For the Complainant** -Sri Pradeep Kumar Sahoo  
**For the Respondent** -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

**Complaint Case No. BGR/616/2024**

Sri Pradeep Kumar Sahoo,  
For Smt. Bimala Sahoo,  
At-Tikrapada,  
Po/Dist-Bolangir  
Con. No. 911225300093

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

**OPPOSITE PARTY**



**ORDER**  
**(Dt.30.09.2024)**

**HISTORY OF THE CASE**

The complaint was received at Camp court conducted at Duspur on dated 12<sup>th</sup> Sep. 2024 which was registered as GRF Case no. 616/2024. Hearing date was fixed on 26<sup>th</sup> Sep. 2024. Accordingly, notice was issued both the parties to remain present on the said date with relevant documents.

The Complainant is a LT-GP. consumer availing a CD of 1.5 KW. He has disputed that he is running a poultry firm which is to be billed under LT-Allied Agro Irr. Category but bill has been raised on GPS category. He has submitted his grievances for revision of bill under LT-Allied Agro tariff from the date of power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 26.09.2024**

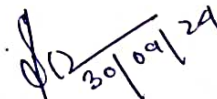
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under REC section of Balangir-II Sub-division. The consumer represented that he has applied for LT-Irr. Category but bill has been generated on GPS category which needs bill revision from the date of power supply under Irrigation tariff. For that, the arrear has been accumulated to ₹ 1,510.86p upto Jul.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Mar.-2009. As per PVR dated 24<sup>th</sup> Sep. 2024, the consumer is using electricity for poultry firm which is coming under Allied Agro Purpose.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**  
Page 2 of 3

  
**PRESIDENT**



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

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

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 28<sup>th</sup> Mar. 2009 and the arrear outstanding upto Jul.-2024 is ₹ 1,510.86p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he is running a poultry firm which should be billed under LT-Allied Agro tariff but bill is served under GPS tariff which needs bill revision as per LT-Allied Agro tariff from the date of power supply.

The OP submitted a PVR report dated 24.09.2024 that, the consumer is using power supply for poultry firm purpose. The report submitted by the OP has taken into record.

The Forum analysed the documents submitted by both the parties. It is observed that the consumer was applied power supply for GPS tariff and as per prevailing OERC Regulation, power supply has been released under the said tariff. Subsequently, Allied Agro tariff has been introduced and incorporated in the OERC Regulation. In the said case, the complainant has not yet applied for change of tariff before the OP and knocked the door of this Forum for which the Forum advised the complainant to apply before the licensee for change of tariff category observing OERC Regulation.

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 petition of the complainant regarding billing under LT-Allied Agro tariff is hereby rejected. The complainant is advised to apply for change of tariff category in obedience to OERC Regulation.**

Case is disposed off accordingly.



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

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Pradeep Kumar Sahoo, At-Tikrapada, Po/Dist-Bolangir.
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.”**