



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 116⁽⁵⁾

Dated, the 10/02/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/71/2026		
2	Complainant/s	Name & Address Sri Ghanashyam Mallik, At-Pakhanmunda, Po-Kukudahad, Dist-Bolangir	Consumer No 912201020006	Contact No. 9556267937
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	20.02.2026		
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			
7	OERC Regulation(s) with Clauses	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	20.02.2026		
9	Date of Order	10.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

10/02/26
MEMBER (Fin.)

10/02/26
PRESIDENT

Place of Hearing: Camp Court at Muribahal



Appeared:

For the Complainant -Sri Ghanashyam Mallik
For the Respondent -Sri Sanjaya Tirkey, S.D.O (El.), Kantabanji

Complaint Case No. BGR/71/2026

Sri Ghanashyam Mallik,
At-Pakhanmunda, Po-Kukudahad,
Dist-Bolangir
Con. No. 912201020006

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Kantabanji

OPPOSITE PARTY

ORDER
(Dt.10.03.2026)

During Camp Court hearing at Muribahal Section office on 20th Feb. 2026, the consumer Shri Ghanashyam Mallik was present & Shri Sanjay Tirkey, SDO-Kantabanji Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ghanashyam Mallik who is a LT-Dom. consumer availing a CD of 1 KW. He has submitted that he is availing power supply for LT-Irrigation, Pumping & Agriculture purpose (Deep bore-well) from the beginning but the OP is raising energy bill under DOM tariff since the date of power supply which needs bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

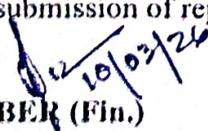
PROCEEDING OF HEARING DATED : 20.02.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he is availing power supply under LT- Irrigation, Pumping & Agriculture purpose (Deep bore-well) tariff category but bill has been generated on DOM category w.e.f. 03rd Dec. 2025 which needs bill revision under LT-Irr. tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 2,222.30p upto Jan.-2026. 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 initially the consumer has availed power supply under DOMESTIC tariff. Regarding, the dispute about tariff category, it needs field verification for which 7 day time may be allowed to make field inspection and submission of report.


MEMBER (Fin.)


PRESIDENT



Considering the above, the OP requested before the Forum to allow 7 days time to make field inspection & to submit the report.

The OP inspected the premises on 23rd Feb. 2026 and submit the report on 24th Feb. 2026 before the Forum with remarks that the category should change from domestic to irrigation.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. Initially, the consumer has availed power supply under "DOM" tariff since 03rd Dec. 2025 under "KHOJ" scheme. The arrear outstanding upto Jan.-2026 is ₹ 2,222.30p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he is availing power supply for LT-Irrigation category since the date of power supply but the OP is raising monthly bill under LT-Dom. category which needs bill revision & tariff change as per LT-Irrigation tariff.

The OP submitted with field verification report that the consumer is availing power supply for LT-Irrigation, Pumping & Agriculture purpose. The inspection report submitted by OP dated 23rd Feb. 2026 has taken into record.

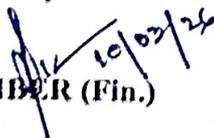
The Forum analysed the documents submitted by both parties. It is observed that initially the consumer has availed power supply for domestic purpose w.e.f. 03rd Dec. 2025 where the consumer represented that power supply is being used for LT-Irrigation purpose. Based on inspection report of OP dated 23rd Feb. 2026, the consumer is availing power supply for LT-Irrigation, Pumping & Agriculture purpose.

In the instant case, the complainant has claimed unilateral change of tariff category from Dom to LT-Irr. w.e.f. 03rd Dec. 2025 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. Initially power supply has been released under Domestic tariff. 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. Rather, the consumer has approached this forum on 20th Feb. 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 LT-Irrigation, Pumping & Agriculture purpose only.

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 DOM tariff to LT-Irrigation, Pumping & Agriculture tariff w.e.f. 20th Feb. 2026 as the first application of the complainant for tariff change has been received on 20th Feb. 2026. Also, the consumer is directed to clear the arrear outstanding before change of tariff category.

Case is disposed off accordingly.


MEMBER (Fin.)


PRESIDENT



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.

10/02/20
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Ghanashyam Mallik, At-Pakhanmunda, Po-Kukudahad, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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 → 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."