

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.TrIrrigation Pumping & Agriculturethy, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 96 (1)

Date: 28/02/2025

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri S.TrIrrigation Pumping & Agriculturethy Member(Finance)

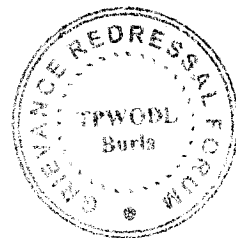
1	Case No.	BRL/8/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gagan Bihari Sahu At/Po-Saguda, Ps-Deogarh Dist-Deogarh-768108		4140-0106-0251	9777055390
3	Respondent/s	E.E, DED, Deogarh & S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	16.01.2025			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓ 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004 3. OERC Conduct of Business) Regulations,2004 4. Odisha Grid Code (OGC) Regulation,2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 6. Others			
8	Date(s) of Hearing	16.01.2025			
9	Date of Order				
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, DED, Deogarh

**Appeared**

**For the Complainant-** Gagan Bihari Sahu

**For the Respondent -** E.E, DED, Deogarh  
&  
SDO(Electrical), Deogarh, TPWODL.



**GRF Case No- BRL/8/2025**

Gagan Bihari Sahu  
At/Po-Saguda, Ps-Deogarh  
Dist-Deogarh  
Consumer No-4140-0106-0251

**VRS**

E.E, DED, Deogarh  
&  
SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Gagan Bihari Sahu appeared in the hearing on Dt. 16.01.2025 at the camp held at SDO Office, DED, Deogarh and submitted a written complaint wherein he has raised objection about wrong charging of electricity bills under Allied Agro Industrial Activities tariff instead of Irrigation Pumping & Agriculture tariff. The complainant averred that the power supply has been utilized for agricultural purpose only but monthly energy bills have been raised under higher tariff from the date of initial power supply till date. Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute efficaciously by considering the applicable tariff as Irrigation Pumping and Agriculture.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing abstract from Aug-2021 to Jan-2025, a PVR carried out on 23.01.25 & written statement in this case. In reply to the case the Opposite Party submitted the following facts.

1. The power supply was released Dt.24.05.2021 for Irrigation & Pumping purpose vide meter No "WLT194030" with contract demand of 3.73 KW.
2. But, during the time of taking into billing fold, the tariff category has been updated as LT-/ Allied Agri Industrial Activities wrongly instead of Irrigation & pumping by the back-office support service.
3. The Opposite Party suggested that the mistake committed liable for rectification of tariff category from LT, / Allied Agri Industrial Activities to Irrigation & pumping and, revision of bill is to be done from beginning of power supply with Irrigation & pumping tariff category.

**OBSERVATION**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4140-0106-0251, having CD-3.73KW under LT-Allied Agro Industrial Activities category, coming under ESO-Deogarh & initial power supply effected on 24.05.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. As per complaint made by the petitioner, it was observed that the monthly energy bills have been raised under LT-Allied Agro Industrial Activities tariff from the month of first billing i.e., Aug-2021 till Jan-2025 billing.
2. Presently, actual bills have been continuing as per the consumption recorded in existing meter SE No "WLT194030" and previously provisional bills raised from Aug-2021 to July-2022 have been rectified & adjusted in subsequent billing.
3. That, regarding the matter of wrong application of tariff category in monthly energy billing charged till date, the Opposite Party has already acted upon the grievances and rectified & updated the tariff category in billing data base from LT- Allied Agro Industrial to LT-Irrigation Pumping & Agriculture, effected in billing on 20.02.2025. So, the tariff misclassification has been rectified.
4. That, as suggested by the Opposite Party the monthly energy billing so charged from the month of first billing i.e, from Aug-2021 till the date of rectification done, are to be revised as per already recorded consumption, duly considering the tariff as LT-Irrigation Pumping & Agriculture instead of LT- Allied Agro Industrial Activities.

Hence, from the above-mentioned facts, reports, statements available on record, the Forum is of the considered opinion that the previous energy bills so charged from Aug-2021 till 19.02.2025 are to be revised considering the reclassified tariff category as LT-Irrigation Pumping & Agriculture in order to extend fair & reasonable justice to the complainant.

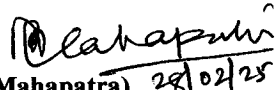
### ORDER

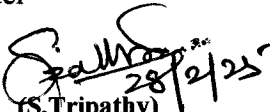
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. *The Opposite Party is directed to revise the energy bills charged from Aug-2021 to 19.02.2025 under LT-Irrigation Pumping & Agricultural tariff (LT-IPA), taking into account the monthly recorded consumption so recorded in billing during the above mentioned period, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*
3. *The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.*

Accordingly, the case is disposed of.

The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order

  
**B. Mahapatra** 28/02/25  
 (Co-Opted Member)  
 Co-opted Member  
 Grievance Redressal Forum  
 Final Order No. BRT/8/2025/

  
 (S. Tripathy)  
 Member (Finance)  
 Member  
 Grievance Redressal Forum  
 TPWODL Burla - 768017  
 Page 3 of 4

  
**A.K. Satapathy**  
 (President)  
 President  
 Grievance Redressal Forum  
 TPWODL Burla - 768017

**Copy to: -**

1. Gagan Bihari Sahu, At/Po-Saguda, Ps-Deogarh, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/8/2025)



**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**