

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/104/2025				
2	Complainant	Name & Address:			Consumer No:	
		Indra Singh Bhue			5154-1110-1990	
		At-Bhuikher, PO-Bartunda			Contact No.:	
		Paikmal, Dist-Bargarh			9668726565	
3	Respondent	Name			Division	
		SDO(Elect.), TPWODL, Paikmal			BWED, TPWODL, Bargarh.	
4	Date of Application		06.08.2025			
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) -				
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6	Section(s) of Electricity Act, 2003 involved		42(5)			
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004				
	2	OERC Conduct of Business) Regulations, 2004				
	3	Odisha Grid Code (OGC) Regulation, 2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019				
						155 & 157
8	Date(s) of Hearing		06.08.2025			
9	Date of Order		<i>14.08.2025</i>			
10	Order in favour of		Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.		Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Indra Singh Bhue		SDO(Elect.), TPWODL, Paikmal			

B.K.
PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 06.08-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110KVA consumer having consumer No. 5154-1110-1990 with connected load of .11 KW. That the Complainant has raised objection regarding the bills served to him in LT-General Purpose Category instead of Domestic category. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he was being billed on Domestic category from the beginning but later on bills are being served to him in LT-General Purpose Category instead of Domestic category.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills and change of category to domestic.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 12.08.2025 with a written submission of SDO Paikmal.
- ii. Further the Opposite Party submitted another Physical Verification Report dt. 19.12.2024, which mentions the complainant is running a Mini Rice Huller and misusing the tariff by the complainant consumer for a load of 2.5 KW.
- iii. The Opposite Party submitted that, during inspection, it was found that, the consumer was using a Mini Rice Huller at his premises. Hence, the category was changed on dt. 04.01.2025 to LT-General Purpose Category
- iv. Further as per the physical verification report dt. 12.08.2025, the complainant is still using the Mini Rice Huller. Therefore, there is no need to change the category from LT-General Purpose to Domestic.

- v. The respondent requested the Forum to take appropriate decision as necessary.





Findings and observations of the Forum


Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That the complainant has been billed on Domestic Category from the date of power supply to Dec'2024. But from 03.01.2025, the energy bills are being raised on LT-General Purpose Category.
2. It is observed by the Forum that, as per the Physical Verification Report dt. 19.12.2024 of SDO, Paikmal, the complainant consumer was running a Mini Rice Huller having a load of 2.5 KW in his existing electrical Connection. Therefore, a theft case was booked against the complainant on dt. 19.12.2024 and a penalty amount of Rs. 9,932/- was imposed on him.
3. Further, basing on the Physical Verification Report, the Category of the complainant consumer was changed to LT-General Purpose Category on dt. 03.01.2025.
4. The latest Physical Verification Report dt. 12.08.2025, also states that, the complainant is running a Mini Rice Huller at his premises in the existing line.
5. Therefore, the Forum construed that, the energy bills raised against the complainant on LT-General Purpose Category instead of Domestic Category is justified.

Hence, the instant case is hereby dropped.


(D.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/116


(P. Das)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 14/08/25

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 104 of 2025.