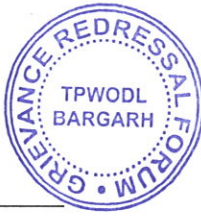


# CONSUMER GRIEVANCE REDRESSAL FORUM

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)

1	Case No.	<b>BGH/11/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Jadumani Pradhan		5153-0319-0130		
		At/Po-Kuchipali,Block-Sohela		Contact No.:		
		Dist-Bargarh		8658551454		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application	29.01.2025				
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) -				
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			157	
8	Date(s) of Hearing	29.01.2025				
9	Date of Order	11.02.2025				
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:			
	Jadumani Pradhan Represented by Prakash Pradhan		SDO(Elect.), TPWODL, Sohela			

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**PRESIDENT**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at ESO-Ghenss of Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 29-01-2025, the complainant appeared before the Forum whereas SDO- Sohela 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. 515303190130 with connected load of 1.00 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 he is being billed in LT-General Purpose 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.


#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the billing abstract from May'2004 to Dec'2024 and PVR dated 29-01-2025 mentioning the meter reading as "7232" of meter no. TW02013819 with a remark "consumer having domestic power supply at his premises". The respondent also could not justify the change of tariff from domestic to commercial.
- ii. The respondent also agreed upon change of category from commercial to domestic and agreed for revision of bills. However, 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 and provisions of law have concluded as follows:

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



1. That the complainant has been billed on Domestic category from the date of power supply.
2. But the tariff has been changed to GENERAL PURPOSE < 110KVA from Jul'2005 for which the respondent could not justify the change of tariff from domestic to commercial and now it is confirmed by the respondent that the supply is being used for domestic purpose.
3. Therefore, it is decided by the Forum that, the tariff should be changed to Domestic category.



### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- The tariff of the complainant is to be changed from Commercial Category to Domestic Category immediately.
- The bills from Jan'2023 to Dec'2024 (Two Years) are to be revised as per the Domestic tariff as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

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

Accordingly, the case is disposed of.

(P.Dasbhaya)  
MEMBER  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 18(2)

(B.K.Singh) 11/02/25  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 11.02.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 11 of 2025.