

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/115/2025				
2	Complainant	Name & Address:		Consumer No:		
		Netrananda Sahu		5151-0216-0999		
		At-Satlama,Barpali		Contact No.:		
		Dist-Bargarh				
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.		
4	Date of Application		13.08.2025			
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) -				
		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		13.08.2025			
9	Date of Order		03.09.2025			
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:			
	Netrananda Sahu		SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing at Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 13.08-2025, the complainant appeared before the Forum whereas SDO- Barpali 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. 5151-0216-0999 with connected load of 0.50 KW. That the Complainant has raised objection regarding reclassification of the category to LT-General Purpose Category from Domestic category without any justified reasons. He requested for reclassification of tariff to Domestic Category and revision of the energy bills.

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 26.08.2025 with a written submission of SDO Barpali.
- ii. The respondent submitted that, meter SI No. 1041038 was installed in the complainant's premises on dt. 19.05.2021 and the power supply was effected on 20.05.2021. Later on one new meter bearing SI No. TWB158093 was installed in the complainant's premises.
- iii. The respondent further submitted that, a total arrear amount of Rs. 8243/- is outstanding against the complainant and enforcement due of Rs. 39,899/- with VCR no. 733720072505, dt. 20.07.2024 is not settled till date.
- iv. As per the Physical Verification Report, the complainant is using the power supply for commercial purpose.

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



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. But from the month of Dec 2022, the category of the complainant consumer is changed to LT-General Purpose Category.
2. It is observed by the Forum that, as per the Physical Verification Report dt. 26.08.2025 of SDO, Barpali, the complainant consumer is using the power supply for Commercial purpose only.
3. Further an unsettled enforcement due of Rs. 39,899/- is pending against the complainant.
4. 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


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 135⁽³⁾

Date: 03.09.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 115 of 2025.