

# 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.                                     | <b>BGH/139/2025</b>                                                      |                              |                                                      |           |
| 2  | Complainant                                  | Name & Address:                                                          |                              | Consumer No:                                         |           |
|    |                                              | Arati Dash                                                               |                              | 5153-0103-0736                                       |           |
|    |                                              | At/PO-Sohela                                                             |                              | Contact No.:                                         |           |
|    |                                              | Dist-Bargarh                                                             |                              | 9439488947                                           |           |
| 3  | Respondent                                   | Name                                                                     |                              | Division                                             |           |
|    |                                              | SDO(Elect.), TPWODL, Sohela                                              |                              | BWED, TPWODL, Bargarh.                               |           |
| 4  | Date of Application                          | 04.09.2025                                                               |                              |                                                      |           |
| 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                           | 04.09.2025                                                               |                              |                                                      |           |
| 9  | Date of Order                                | 19.09.2025                                                               |                              |                                                      |           |
| 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: |                                                      |           |
|    | Arati Dash                                   |                                                                          | SDO(Elect.), TPWODL, Sohela  |                                                      |           |

## **ORDER**



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

During the spot hearing at SDO-Sohela under Bargarh West Electrical Division camp on 04-09-2025, 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. 5153-0103-0736 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 had applied for Domestic category connection but 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 Physical Verification Report (PVR) dated 15-09-2025 mentioning that the "consumer is using Domestic power supply at his premises since date of power supply" with a written submission of SDO Sohela received on dated 15-09-2025. The respondent also could not justify the change of tariff from domestic to General Purpose < 110KVA.
- ii. The respondent also agreed upon change of category from General Purpose < 110KVA 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

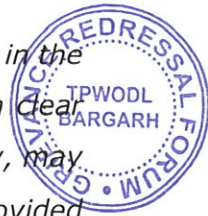


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**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

1. That the complainant had applied for Domestic category connection but he is being billed in LT-General Purpose Category from the date of power supply i.e. 31-03-2019.
2. The respondent could not justify the change of tariff from Domestic to General Purpose < 110KVA and now it is confirmed by the respondent that the supply is being used for domestic purpose since date of power supply.
3. As per Regulation 43 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *"If a consumer wishes to change his consumer category, he shall submit an application form to the licensee/supplier in the format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 21 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. The licensee/supplier shall also note down the meter reading at the time of inspection. If on inspection, the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer"*. The instant case has no records submitted from either of the parties regarding application for change of consumer category. As per certification made by Officer, RCM, ESO-I, Sohela, submitted in Physical Verification Report (PVR) dated 15-09-2025, the complainant consumer is using the power supply for Domestic purpose since release of service. The respondent could not produce any documents before the Forum regarding previous action taken to reclassify the consumer category.
4. Again, As per Regulation 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, *" If it is found that a consumer has been classified in a particular category erroneously or the purpose of supply as mentioned in the agreement has changed or the consumption of power has exceeded the limit of that category or any order of reduction or enhancement of contract demand has been obtained, the engineer may reclassify him under appropriate category after issuing notice to him to execute a fresh agreement on the basis of the altered classification or modified contract demand. For this purpose, the consumer shall be duly given a 15 days' notice period to file objections, if any on the notice. The licensee/supplier after due consideration of the consumer's reply, if any, may alter the classification within 30 days thereafter through passing of necessary order and issuing letter, notice to that effect."*

Provided that if the consumer does not take steps within the time indicated in the notice to execute the fresh agreement, the engineer may, after issuing a clear fifteen days show cause notice and after considering his explanation, if any, may disconnect the supply of power observing due formalities as per law. Provided further that in case of any dispute, the matter shall be referred to the Grievance Redressal Forum constituted under the Electricity Act, 2003.



5. 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 General Purpose < 110KVA to Domestic category immediately as Regulation 42 and 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Aug'2023 to Jul'2025 (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.

  
(D.R. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 146(5)

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 19.09.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 139 of 2025.