

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/147/2025			
2	Complainant	Name & Address:		Consumer No:	
		Judhistira Patra		5151-1322-0218	
		At-Sujia, PS-Barpali		Contact No.:	
		Dist-Bargarh		6370347953	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	09.09.2025			
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	09.09.2025			
9	Date of Order	22.09.2025			
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:		
	Judhistira Patra		SDO(Elect.), TPWODL, Barpali		

B.K.

PRESIDENT

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

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO Barpali under Bargarh West Electrical Division on 09-09-2025, 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. 5151-1322-0218 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 Physical Verification Report (PVR) dated 13-09-2025 mentioning that "the total domestic load is 1.2 KW and commercial load is 150 watt."
- 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:


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



1. That the complainant has been billed on Domestic category from the date of power supply prior to the year 1990.
2. But the tariff has been changed to General Purpose < 110KVA from Feb'2025 after enforcement checking on 16-01-2025. But now it is confirmed by the respondent that the supply is being used for domestic with a total load of 1.2 KW out of which 150 watt is used for commercial purpose.
3. As per Regulation 138 (a) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, which defines the Domestic category as *"This category relates to supply of power to residential premises for domestic purposes only which may include connected load for non-domestic purposes like offices, consultation chambers and other misc. loads up to 20% of the total connected load"*. In this case the total load is 1.00 KW and the complainant can use 20% of the load up to 200 watts for other purpose and as mentioned by the respondent in his PVR the commercial load is 150 watts which is under the permissible limit.
4. The respondent submitted that the consumer has not settled his enforcement amount yet, after clear all his dues category should be changed. But it is pertinent to mention here that 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. In this case no such procedure has been followed by the respondent.*

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 reverted from General Purpose < 110KVA to Domestic category immediately as Regulation 138 (a) and 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Feb'2025 to Aug'2025 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/ 155 (3)


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


(B.K.Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 22.09.2025

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 147 of 2025.