

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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/158/2026				
2	Complainant	Name & Address:		Consumer No:		
		Prafulla Meher		5125-2211-0219		
		At-Banjipali, Chichinda		Contact No.:		
		Thuapali, Dist-Bargarh		7327833028		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.		
4	Date of Application		09.04.2026			
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		09.04.2026			
9	Date of Order		04.05.26			
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:			
	Prafulla Meher Represented by Pramod Meher		SDO(Elect.), TPWODL, Bheden			

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division on 09-04-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2211-0219 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 commercial category from the beginning but for the last three years he is using the supply for 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.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 15-04-2026 with a written submission of SDO-Bheden mentioning that "Earlier the consumer had attended GRF camp on 11-06-2024 for change of category from General Purpose < 110KVA to Domestic, the case was registered vide case no. BGH/83/2024 where Hon'ble Forum directed to reclassify the category to Domestic and category was changed from 10-07-2024."
- ii. The respondent also agreed upon change of category from General Purpose < 110KVA to Domestic. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
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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 case was registered vide case no. BGH/83/2024 in this Forum on 11-06-2024 and order was issued on 22-07-2024.
2. But as per submission made by the complainant and respondent that the complainant is using the supply for domestic purpose.
3. The observations made by the Forum were:
 - i. The energy bills are being raised in General Purpose category tariff since the date of supply till the last billing.
 - ii. The complainant claims regarding the usage of power supply for domestic purpose instead of General purpose since last three years as his Mudhi Mill was closed. But the complainant couldn't produce any proof of application made earlier to the Opposite Party regarding the change of consumer category.
 - iii. The Opposite Party also couldn't submit any earlier application made with regard to change of tariff from general purpose to domestic category.
 - iv. In this instant case, the Physical Verification Report drawn on 11.06.2024 certified the purpose of supply being domestic. Hence in absence of any previous application submitted by the complainant for reclassification of category, the Forum construed that, the complainant consumer's tariff may be reclassified to Domestic tariff from the date of present physical Verification made by the ESO, Thuapali i.e 11.06.2024 observing due official formalities.
4. However, the complainant has again approached the Forum to reconsider his case and request for bill revision as per Domestic category for the previous periods.

Directions of the forum

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

- The bills from May'2022 to Apr'2024 (Two Years) are to be revised as per the Domestic tariff as per Section 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.

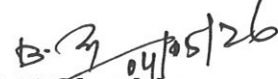


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


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


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


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

No. GRF/BGH/ 170⁹

Date: 04.05.26

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 158 of 2026.