

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/159/2026			
2	Complainant	Name & Address:		Consumer No:	
		Sanjaya Barai		5125-2214-1201	
		At-Rusada, Thuapali Bheden, Dist-Bargarh		Contact No.: 9668031627	
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		29.04.26		
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:		
	Sanjay Barai		SDO(Elect.), TPWODL, Bheden		

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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. 5125-2214-1201 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 from Feb'2026 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 13-04-2026 mentioning that "the consumer is using 0.08 (80 watts) for GP purpose for small shop attached to his house."
- 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

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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 to Jan'2026.
2. But the tariff has been changed to General Purpose < 110KVA from Feb'2026 after enforcement checking on 11-02-2026. But now it is confirmed by the respondent that the supply is being used for domestic with a total load of 1 KW out of which 80 watt is being 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 80 watts which is under the permissible limit.
4. It is 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'2026 to Mar'2026 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/

153⁽³⁾

(P. Dashbaya)

Member (Finance)

TPWODL, Bargarh-768028

(B.K.Singh)

President

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date:

29.04.26

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: Bhoingar, 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 159 of 2026.