

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/188/2025				
2	Complainant	Name & Address:		Consumer No:		
		Nindaru Satnami		5154-1213-0287		
		At-Bijrabhata,Jagdulpur		Contact No.:		
		Jharbandh,Dist-Bargarh		6261109193		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.		
4	Date of Application	06.11.2025				
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	06.11.2025				
9	Date of Order	11.12.2025				
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:			
	Nindaru Satnami		SDO(Elect.), TPWODL, Jharbandh			

ORDER



Brief Facts of the Case

During the spot hearing camp at Jharbandh Electrical Sub-division under Bargarh West Electrical Division on 06-11-2025, the complainant appeared before the Forum whereas SDO- Jharbandh 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. 5154-1213-0287 with connected load of 0.11 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 05-12-2025 mentioning that "the consumer is using the load in domestic category".
- 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.

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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1. That the complainant has been billed on Domestic category from the date of power supply i.e. 14-08-2012.
 2. But During verification on 24-09-2024, it was found that the consumer was using the supply for commercial purpose and was penalized for the same. But the respondent changed the tariff from Domestic to General Purpose < 110KVA from Mar'2025 and bills are being served on General Purpose < 110KVA category.
 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 ESO-I, Jharbandh, submitted in Physical Verification Report (PVR) dated 05-12-2025, the complainant consumer is using the power supply for Domestic purpose. 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 reverted from General Purpose < 110KVA to Domestic category immediately as Regulation 43 and 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Sep'2024 to Sep'2025 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.

(D.R. Sahu)

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/

2/6 (3)

Date: 11.12.2025

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 188 of 2025.