

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
**Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)**

Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 105<sup>(6)</sup>

Date: 31.07.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/78/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sakur Razzak At-Dungripali, Paikmal Dist-Bargarh		5154-1103-0394	9776763489
3	Respondent/s	SDO(Electrical), Paikmal , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	29.05.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
15. Others (Specify) -X					
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019, Regulation 157 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	29.05.2024			
9	Date of Order	31.07.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*B.K*  
**PRESIDENT**

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

**Place of Camp:** Office of Sub Divisional Officer (Elect), Paikmal, TPWODL.



**Appeared**

**For the Complainant-** Sakur Razzak

**For the Respondent -** SDO (Elect.), Paikmal, TPWODL.

**GRF Case No- BGH/78/2024**

Sakur Razzak  
At-Dungripali, Paikmal  
Dist- Bargarh.  
Consumer No.- 5154-1103-0394

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Paikmal, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sakur Razzak, Dungripali, Paikmal, didn't submit any specific and clear objections before the Forum for necessary resolvment of the issue raised. However, a copy of letter addressed to the SDO (Elect) Paikmal, vide letter no. nill, dt. Nill indicated that the complainant had approached the Opposite Party to resolve the billing dispute raised due to wrong charging of monthly energy bills from Apr 2018 to Feb 2024, under General Purpose Category Tariff, although the supply has been utilized for Domestic Purpose. In this context, the complainant submitted a copy of an application as mentioned above.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger abstract from July 2010 to May 2024 and the written statement to this case. In reply to this case, the Opposite Party submitted that the initial date of power supply to the complainant was on 26.04.2010. The energy bills were raised on actual basis upto Jun 2021. Thereafter from Aug 2021 to Jun 2023 the energy bills were charged on provisional basis. The Opposite Party submitted that the complainant is using power supply for Domestic Purpose, but the energy bills are being raised in General Purpose Tariff. Hence, the Opposite Party prayed before the Forum to issue order for reclassification of the complainant's category from General Purpose to Domestic category.

**OBSERVATION**

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5154-1103-0394 having CD-03 KW, under LT-Domestic Category, under ESO Paikmal. The initial date of power supply to the complainant was on dt. 26.04.2010. On scrutinizing the case in detail, the Forum observed from the Licensee's billing database (FG Database) that, the complainant was billed under LT-General Purpose tariff from Jan-Feb 2022 bi-monthly billing to Feb-2024. It was noticed from billing records that, upon complaint made by the complainant before the Licensee 's customer care centre, the tariff from LT-General Purpose to LT-Domestic purpose was finally approved and rectified from the Licensee end as per physical verification report carried out along with other requisites cleared

  
**PRESIDENT**

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



for change of tariff category. However, the Opposite party could not furnish the same Physical verification Report based on which such tariff change was effected on 18.01.2024. It was revealed that initially the Power supply was extended to the complainant's premises for the purpose of domestic usage and energy bills were raised accordingly for the month of first billing i.e from July 2010 to Dec 2021. Thereafter, the billing tariff was later changed from LT-Domestic to LT-General Purpose supply effected on 16.02.2022. Therefore, the energy bills raised from Jan -Feb 2022 to Feb-2024 were charged as per LT-General Purpose Tariff. Further, the reason and purpose for which such change of tariff category from LT-Domestic to LT-General Purpose during the above period was not clarified by the Opposite Party. However, the complainant's billing tariff was again reclassified to LT-Domestic from previous category, i.e LT-General Purpose Tariff, that was effected in billing on 18.01.2024.

The Forum also noticed that, even though the tariff was reclassified to present billing tariff. i.e LT-Domestic with effect from 18.01.2024, the Opposite Party did not pay heed to the complaint made before his office by the complainant regarding change of tariff and revision of earlier bills charged under LT-general Purpose tariff and was observed that no revision of earlier bills were carried out by the Opposite Party on the ground of tariff misclassification and provisional bills charged from Aug 2021 to July 2023 as the same period bills were not adjusted in subsequent billing months. The complainant couldn't submit any copy of application made earlier to the Opposite Party requesting for change of consumer category from LT General Purpose to LT Domestic, to substantiate his case further. The Opposite Party also remained silent & could not furnish the relevant records, reports, physical verification reports drawn to establish the actual facts even after sufficient reasonable time given to submit the same.

From the above-mentioned facts and reports, the Forum observed that complainant's tariff category has been already rectified and reclassified to LT-Domestic category with effect from 18.01.2024. However, the consideration for revision the energy bills raised from Jan -Feb 2022 to Feb 2024 under LT-General Purpose Tariff, to be reassessed under LT-Domestic Tariff still remained unaddressed by the Opposite Party.

It is pertinent to mention here that, the complainant couldn't produce any proof of application made earlier to the Opposite Party, duly acknowledged regarding change of category during that disputed period. The Opposite Party was asked vide E-mail dt. 26.07.2024 to submit the reason for change of tariff category of the complainant from LT-Dom to LT-General Purpose during the period from Jan/Feb 2022 to Feb 2024. In reply to this, the Opposite Party submitted vide E-mail dt. 26.07.2024 that, as per field verification, no reason was found regarding conversion of category of the complainant from Domestic to General Purpose and the power supply was used only for domestic purposes.

Hence The Forum is of the construed opinion that, the category of the complainant was changed from Domestic to General purpose during the period from Jan/Feb 2022 to Feb 2024, due to wrong data management by the Opposite party. Therefore, the energy bill raised on General purpose Tariff during the period from Jan -Feb 2022 to Feb-2024 is to be reassessed and revised in Domestic Tariff.

**ORDER**




Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1) The Opposite Party is directed to reassess and revise the energy bills charged to the complainant for the period from Jan/Feb 2022 to Feb 2024 under Domestic category, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 3) The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.

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

  
(S. Tripathy)  
Member (Finance)

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

  
(B.K. Singh)  
PRESIDENT

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

- Copy to
1. Sakur Razzak, At-Dungripali, Paikmal, Dist-Bargarh, Mob-9776763489.
  2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
  3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
  4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".