



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 229<sup>5</sup>

Dated, the 31/03/2026

**Corum:** Er. Sambit Kumar Nanda - President  
Sri Prasanta Kumar Sahoo - Member (Finance)

1	Case No.	Complaint Case No. BGR/100/2026		
2	Complainant/s	Name & Address Sri Sabyasachi Meher, At-Juria, Po-Luhasingha, Dist-Bolangir	Consumer No 912314112950	Contact No. 9668703137
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
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			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause 3. OERC Conduct of Business) Regulations,2004; Clause 4. Odisha Grid Code (OGC) Regulation,2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others		
8	Date(s) of Hearing	09.03.2026		
9	Date of Order	31.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

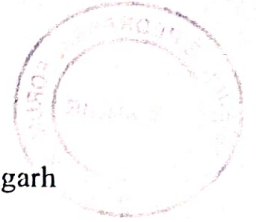
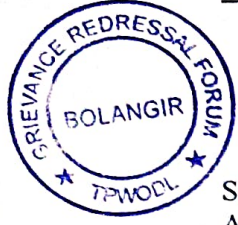
31/03/26  
MEMBER (Fin.)

31/03/26  
PRESIDENT

Place of Hearing: Camp Court at Khaprakhol

**Appeared:**

For the Complainant -Sri Sabyasachi Meher  
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh



**Complaint Case No. BGR/100/2026**

Sri Sabyasachi Meher,  
At-Juria, Po-Luhasingha,  
Dist-Bolangir  
Con. No. 912314112950

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Patnagarh

- **OPPOSITE PARTY**

**ORDER**

**(Dt.31.03.2026)**

During Camp Court hearing at Khaprakhol Section office on 09<sup>th</sup> Mar. 2026, the consumer Shri Sabyasachi Meher was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Sabyasachi Meher who is a LT-GPS. consumer availing a CD of 1 KW. He was submitted his grievances that he is availing power supply for domestic purpose from the beginning but the OP is raising monthly bill under GPS tariff since beginning which needs bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 09.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The consumer represented that he is availing power supply under LT-Dom. tariff category but bill has been generated on GPS category from the beginning which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 12,414.75p upto Feb.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that from the date of power supply, the consumer is being billed under GPS tariff and continuing with same status till date. Regarding use of power supply, 7 days time is required to make field inspection and submission of report.

MEMBER (Fin.)

31/03/26

PRESIDENT



Considering the above, the OP requested before the Forum to allow 7 days time to make field inspection & to submit the report.

**REMARKS OF FIELD VERIFICATION REPORT OF O.P.**

The OP inspected the consumer premises on 30<sup>th</sup> Mar. 2026 and certified that at present the power supply is being used for domestic purpose. The report submitted by OP dated 30<sup>th</sup> Mar. 2026 has taken into record.

**FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-GPS. consumer with a CD of 1 KW. From the initial date of power supply i.e. 03<sup>rd</sup> Sep. 2021, the consumer has availed power supply under "GPS" tariff. The arrear outstanding upto Feb.-2026 is ₹ 12,414.75p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he is availing power supply for domestic category but the OP is charging monthly bill under GPS tariff which needs bill revision as per LT-Dom. tariff.

The OP submitted that from the initial date of power supply, the consumer is being billed under LT-GPS tariff. Regarding change of tariff, the consumer has never complained before the OP till date. Based on the consumer representation, the premises was inspected on 30<sup>th</sup> Mar. 2026 and found that the consumer is using power supply for domestic purpose only. The inspection report dated 30<sup>th</sup> Mar. 2026 and written version of SDO-Patnagarh has been taken into record.

The Forum analysed the documents submitted by both parties. It is observed that from the initial date of power supply, the consumer is being billed under LT-GPS tariff and the consumer has not made any complaint from the date of power supply i.e. 03<sup>rd</sup> Sep. 2021 to till date. Based on consumer complaint, the OP inspected the consumer premises on 30<sup>th</sup> Mar. 2026 and certified that the consumer is using power supply for domestic purpose.

In the instant case, the complainant has claimed unilateral change of tariff category from GPS to DOM since the date of power supply i.e. 03<sup>rd</sup> Sep. 2021 without any sort of departmental formalities on behalf of consumer in accordance with amended Regulation of Hon'ble OERC, which is not maintainable in its face since the tariff notification promulgated was meant for information of all and applicability of a different tariff category involves proper application which is not possible without any move by the consumer which is lacking in this case. Initially power supply has been released under GPS tariff and till date it is continuing with same tariff, also the complainant has paid the monthly bill subsequently without any protest. The consumer has approached the OP on 09<sup>th</sup> Mar. 2026 for the first time which is treated as initial application for tariff change. In support of that, the OP inspected the premises and certified that presently the consumer is using for domestic purpose only.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

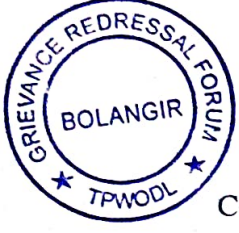
**The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. 09<sup>th</sup> Mar. 2026 as the first application of the complainant for tariff change has been received on 09<sup>th</sup> Mar. 2026 and to revise the bill accordingly.**

Case is disposed off accordingly.

  
MEMBER (Fin.)

  
PRESIDENT

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.



*31/02/26*  
**P.K.SAHOO**  
**MEMBER (Fin.)**

*[Signature]*  
**S.K.NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Sabyasachi Meher, At-Juria, Po-Luhasingha, Dist-Bolangir-767027.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : [tpwesternodisha.com](http://tpwesternodisha.com) → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

**"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 within 30 days from the date of order of the Grievance Redressal Forums."**