



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 309

Dated, the 22/04/2025

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/194/2025																										
2	Complainant/s	Name & Address Sri Lokanath Sahu, For Sri Dasarathi Sahu, At/Po-Mursundhi, Via-B.M.Pur, Dist-Sonepur	Consumer No 915203071666	Contact No. 9853218484																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.03.2025																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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6. Others																												
8	Date(s) of Hearing	18.04.2025																										
9	Date of Order	22.04.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Dt.21.03.2025-  
Dt.18.04.2025-

Camp Court at Subalaya  
GRF, Bolangir



**Appeared:**

**For the Complainant**  
**For the Respondent**

-Sri Lokanath Sahu  
-Sri Soumya Ranjan Das, S.D.O (El.), B.M.Pur (Dt.21.03.2025)  
Sri Abadhut Pradhan, AFM (Representative) (Dt.18.04.2025)

**Complaint Case No. BGR/194/2025**

Sri Lokanath Sahu,  
For Sri Dasarathi Sahu,  
At/Po-Mursundhi, Via-B.M.Pur,  
Dist-Sonepur  
Con. No. 915203071666

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**  
**(Dt.22.04.2025)**

The consumer has attended the Camp Court at Subalaya Camp on 21<sup>st</sup> Mar. 2025 and appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 18<sup>th</sup> Apr. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing at GRF office on 18<sup>th</sup> Apr. 2025, the representative of the consumer Shri Lokanath Sahu was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.), Sonepur division was present on behalf of opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Lokanath Sahu who is a LT-GPS. consumer availing a CD of 0.5 KW. He has submitted that he is availing power supply for domestic purpose from the beginning but from Feb-Mar/2016, the monthly bill has been generated on GPS tariff which needs bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.04.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he has availed power supply under LT-Dom. tariff category but bill has been generated on GPS category w.e.f. Feb-mar/2016 which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 1,29,031.51p upto

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**PRESIDENT**

Mar.-2025. 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 initially the consumer was availed power supply under DOMESTIC tariff, later on from Feb-Mar/2016 the consumer has been recategorized under LT-GPS tariff category and continuing with same status till date. For such change of tariff, penalty amount of ₹ 14,563.51p has been debited in the bill of Apr-May/2016.

Based on consumer complaint, the premises has been inspected on 17<sup>th</sup> Apr. 2025 and found that the consumer is using power supply for domestic purpose.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

#### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-GPS. consumer with a CD of 0.5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Mar.-2025 is ₹ 1,29,031.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he has availed power supply for domestic purpose from the date of supply but from Feb-Mar/2016 onwards, the OP has recategorized the tariff from DOM to GPS and continuing with same tariff which needs bill revision as per LT-Dom. tariff.

The OP submitted that from Feb-mar/2016 onwards, the consumer has been recategorized under GPS tariff. For such unauthorized use of supply category, penalty amount of ₹ 14,563.51p has been debited in the bill of Apr-May/2016. Based on the consumer representation, the premises was inspected on 17<sup>th</sup> Apr. 2025 and found that the consumer is using power supply for domestic purpose. The inspection report dated 17<sup>th</sup> Apr. 2025 has been taken into record.

The Forum analysed the documents submitted by both parties. It is observed that initially the consumer was availed power supply for domestic purpose but from Feb-Mar/2016 onwards, the consumer has been recategorized under LT-GPS tariff. Based on consumer complaint, the OP inspected the consumer premises on 17<sup>th</sup> Apr. 2025 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 w.e.f. Feb-Mar/2016 without any sort of 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 Domestic tariff but subsequently as per consumption towards GPS category, the OP reclassified the tariff category from Dom to GPS tariff. Thereafter, the complainant has paid the monthly bill time to time without any protest. At the belated stage, now when claims benefit or altered tariff retrospectively the same is not feasible in absence of any application from the consumer. Rather, the consumer has approached this forum on 21<sup>st</sup> Mar. 2025 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.

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The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. Apr-2025 as the first application of the complainant for tariff change has been received on 21<sup>st</sup> Mar. 2025.

Case is disposed off accordingly.

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.

  
**K.S. PADHEE**  
CO-OPTED MEMBER

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Lokanath Sahu, At/Po-Mursundhi, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**