



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))

Memo No.GRF/BGR/Order/ 375

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/211/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Saila Rana, For Sri Paramananda Rana, At/Po-Tandigaon, Via-Tusura, Dist-Bolangir		911523290240	- -
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.04.2026			
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				
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	21.05.2026			
9	Date of Order	26.05.2026			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

[Signature]
MEMBER (Fin.)
26/05/26

[Signature]
PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/211/2026

Smt. Saila Rana,
For Sri Paramananda Rana,
At/Po-Tandigaon, Via-Tusura,
Dist-Bolangir
Con. No. 911523290240

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.05.2026)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Saila Rana who is a LT-GPS. consumer availing a CD of 1 KW. She was represented that she is availing power supply for domestic purpose from the beginning but from Aug-2021 onwards, 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 : 21.05.2026

SUBMISSION OF COMPLAINANT

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that she is availing power supply under LT-Dom. tariff category but monthly bill has been generated on GPS category w.e.f. Aug-2021 which needs bill revision under DOMESTIC tariff. For that change of tariff, the consumer is getting monthly bill in commercial category which is financial burden to her. The complainant raised dispute against the said period and requested before the Forum for suitable revision of 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 Aug-2021, the consumer has been recategorized under LT-GPS tariff category and continuing with same status till date. Based on consumer complaint, the premises was inspected on 20th May 2026 and found that the consumer is using power supply for domestic purpose.

MEMBER (Fin.)

PRESIDENT



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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1 KW. The consumer has availed power supply since Jun.-2017. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer was represented that she is availing power supply for domestic purpose from the date of supply but from Aug-2021 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 Aug-2021 onwards, the consumer has been recategorized under GPS tariff. Baes on the consumer representation, the premises was inspected on 20th May 2026 and found that the consumer is using power supply for domestic purpose.


The Forum analysed the documents submitted by both parties and written version of OP. It is observed that initially the consumer has availed power supply for domestic purpose but from Aug-2021 onwards, the consumer has been recategorized under LT-GPS tariff. Based on consumer complaint, the OP inspected the consumer premises on 20th May 2026 and certified that the consumer is using power supply for domestic purpose. During the course of hearing, the Forum asked the OP to submit any inventory report / supportive evidence for change of tariff from Dom. tariff to GPS tariff but the OP failed to submit any document.

In the instant case, the complainant has claimed unilateral change of tariff category from GPS to DOM w.e.f. Aug-2021 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. The consumer has approached the Forum on 20th Apr. 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. 01st May 2026 as the first application of the complainant for tariff change has been received on 20th Apr. 2026 and to raise the monthly bill accordingly.

Case is disposed off accordingly.


MEMBER (Fin.)
26/05/26


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.

pc 26/05/26
P.K.SAHOO
MEMBER (Fin.)

[Signature]
S.K.NANDA
PRESIDENT

Copy to: -

1. Smt. Saila Rana, C/o-Sri Paramananda Rana, At/Po-Tandigaon, Via-Tusura, Dist-Bolangir-767030.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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 → 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."