



## 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/ 376<sup>CS</sup>

Dated, the 26/05/2026

Corum: Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

|    |  |  |   |                    |
|----|--|--|---|--------------------|
| 1  | Case No.                                     | Complaint Case No. BGR/212/2026  |   |                    |
| 2  | Complainant/s                                | Name & Address<br>Smt. Priti Sahu,<br>For Sri Santosh Kumar Sahu,<br>At/Po-Nuapada, Via-Tusura,<br>Dist-Bolangir   | Consumer No<br>911523041305                                   | Contact No.<br>- - |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Tusura   | Division<br>Bolangir Electrical Division,<br>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) <u>155, 157</u><br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>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  |   |                    |

  
MEMBER (Fin.)

  
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/212/2026**

Smt. Priti Sahu,  
For Sri Santosh Kumar Sahu,  
At/Po-Nuapada, Via-Tusura,  
Dist-Bolangir  
Con. No. 911523041305

- 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. Priti Sahu who is a LT-GPS. consumer availing a CD of 0.5 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 total outstanding has been accumulated to ₹ 6,161.75p upto Apr.-2026. 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 since Aug-2018 under DOMESTIC tariff, later on from Aug-2021, the consumer has been recategorized under LT-GPS tariff category and continuing

  
MEMBER (Fin.)

  
PRESIDENT



with same status till date. Based on consumer complaint, the premises was inspected on 08<sup>th</sup> Apr. 2026 and found that the consumer is using power supply for domestic purpose.

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 0.5 KW. The consumer has availed power supply since 09<sup>th</sup> Aug. 2018. 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 08<sup>th</sup> Apr. 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 08<sup>th</sup> Apr. 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 20<sup>th</sup> 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. 01<sup>st</sup> May 2026 as the first application of the complainant for tariff change has been received on 20<sup>th</sup> Apr. 2026 and to raise the monthly 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.



*dc 26/05/26*  
**P.K.SAHOO**  
**MEMBER (Fin.)**

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

Copy to: -

1. Smt. Priti Sahu, C/o-Sri Santosh Kumar Sahu, At/Po-Nuapada, 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](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."**