



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),  
BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 251/51

Dated, the 29/02/2025

**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/213/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Kanha Yadav, For Sri S.Yadav, At/Po-Kantabanji, Road No. 03, Dist-Bolangir		912211060052	7205779140																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																									
4	Date of Application	24.03.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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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8	Date(s) of Hearing	24.03.2025																																											
9	Date of Order	29.03.2025																																											
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: Camp Court at Kantabanji



**Appeared:**

For the Complainant - Sri Kanha Yadav  
For the Respondent - Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/213/2025**

Sri Kanha Yadav,  
For Sri S.Yadav,  
At/Po-Kantabanji, Road No. 03,  
Dist-Bolangir  
Con. No. 912211060052

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.29.03.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Kanha Yadav who is a LT-GPS. consumer availing a CD of 2 KW. He has submitted that he is availing power supply for domestic purpose from the beginning but from Apr-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 : 24.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Kantabanji section of Kantabanji 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. Apr-2016 which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 91,492.00p upto Feb.-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 Apr-2016 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 26<sup>th</sup> Jul. 2024 and found that the consumer is using power supply for domestic purpose. Accordingly, a bill revision under domestic tariff has been done in Dec-2024 with withdrawal amount of ₹ 24,545.82p for the period Jul-2022 to Oct-2024.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**





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 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Feb.-2025 is ₹ 91,492.00p. 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 Apr-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 Apr-2016 onwards, the consumer has been recategorized under GPS tariff. Baes on the consumer representation, the premises was inspected on 26<sup>th</sup> Jul. 2024 and found that the consumer is using power supply for domestic purpose. Also, a bill revision has been done under DOM tariff from Jul-2022 to Oct-2024 with a withdrawal amount of ₹ 24,545.82p and effected on 07<sup>th</sup> Dec. 2024.

The Forum analysed the documents submitted by both parties. It is observed that initially the consumer has availed power supply for domestic purpose but from Apr-2016 onwards, the consumer has been recategorized under LT-GPS tariff. Based on consumer complaint, the OP inspected the consumer premises on 26<sup>th</sup> Jul. 2024 and certified that the consumer is using power supply for domestic purpose. Accordingly, the OP has made a bill revision for tariff category revision from GPS to Dom for the period Jul-2022 to Oct-2024 and withdrawn ₹ 24,545.82p on 07<sup>th</sup> Dec. 2024.

In the instant case, the complainant has claimed unilateral change of tariff category from GPS to DOM w.e.f. Apr-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.

In the above case, the OP has revised the bill in the reclassified category from Jul-2022 to Oct-2024 but in billing still the consumer is being billed with GPS tariff which needs to be amended.

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.

1. The OP is directed to amend the billing category from GPS tariff to DOM tariff with immediate effect.
2. The OP is directed to revise the energy bill under DOM category from Nov.-2024 to till date and must be reflected in next billing.

CO-OPTED MEMBER

MEMBER (Fin.)

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3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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. FADHEE**  
**CO-OPTED MEMBER**

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

  
**K.B. SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Kanha Yadav, At/Po-Kantabanji, Road No. 03, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."**