



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/ 628⁶

Dated, the 26/08/2025

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/455/2025																											
2	Complainant/s	Name & Address Sri Dhruba Kumar Bagarty, For Sri Lingaraj Bagarty, At-Charbhata, Po-Desil, Via-Titilagarh, Dist-Bolangir		Consumer No 912123080144	Contact No. 9777297045																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	13.08.2025																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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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8	Date(s) of Hearing	13.08.2025																											
9	Date of Order	26.08.2025																											
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 Titilagarh

Appeared:

For the Complainant - Sri Dhruba Kumar Bagarty
For the Respondent - Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/455/2025

Sri Dhruba Kumar Bagarty,
For Sri Lingaraj Bagarty,
At-Charbhata, Po-Desil,
Via-Titilagarh, Dist-Bolangir
Con. No. 912123080144

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.08.2025)

During Camp Court hearing at Titilagarh division office on 12th Aug. 2025, the representative of the consumer Sri Dhruba Kumar Bagarti was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Dhruba Kumar Bagarti who is a LT-GPS. consumer availing a CD of 1 KW. He has submitted that he Has availed power supply for a shop purpose since the date of power supply but from the year 2016, the said meter has been installed in his domestic premises but billing has been raised in GPS tariff till date which needs bill revision under Dom tariff since the year 2016. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Titilagarh Sub-division. The consumer represented that initially he Has availed power supply for GPS purpose but from the year 2016, the said meter has been installed in his domestic premises but the billing is being continued with the previous tariff i.e. GPS tariff in stead of Dom tariff which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 1,02,250.54p upto Jul.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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 GPS tariff w.e.f. Mar-2005 and till date the billing is continuing with the same tariff. Regarding use of domestic category, the OP has no information about this matter. Also, till date the consumer has not approached the matter before the department.

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 1 KW. The consumer has availed power supply since 10th Mar. 2005 and the arrear outstanding upto Jul.-2025 is ₹ 1,02,250.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that earlier he Has availed power supply for Commercial purpose but from the year 2016 onwards, he is availing the same connection for domestic purpose but till date he is being billed with GPS tariff which needs bill revision as per LT-Dom. tariff w.e.f. the year 2016.

The OP submitted that there is no information with the licensee about the change of tariff category from GPS to Dom tariff. The consumer might be done this by his own. Also, from the year 2016 to till date, the complainant has not yet approached regarding this dispute. Hence, the complaint of the complainant is not based on facts and hence the petition is likely to be rejected.

The Forum analysed the documents submitted by both parties. It is observed that the consumer is availing power supply for GPS purpose. The Forum asked the complainant to submit any application submitted before the OP regarding change of tariff from GPS to Dom tariff but the complainant has failed to produce any application submitted before the licensee. In the instant case, the complainant has claimed unilateral change of tariff category from GPS to DOM w.e.f. the year 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 GPS tariff and till date it is continuing with same tariff, also the complainant has paid the monthly bill subsequently 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 13th Aug. 2025 for the first time but there is huge arrear outstanding of ₹ 1,02,250.54p upto Jul-2025 which needs to be cleared before change of tariff.

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 representation of the complainant cannot be considered as there is arrear outstanding against him and hence rejected. The Forum directed the complainant to clear all arrear outstanding before submission of application for change of tariff category. Also, the licensee is advised to take pro-active action for change of billing tariff category subject to clearance of arrear outstanding and proper application made by the complainant in obedience to OERC Regulation.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

K.S.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Dhruba Kumar Bagarty, At-Charbhata, Po-Desil, Via-Titilagarh, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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 → 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."