



## 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/ 691/51

Dated, the 23/09/2025

**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/476/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Prafulla Mahanand, At-Mahipur, Po-Bandgomunda, Via-Tusura, Dist-Bolangir	911523020684	7894628061	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	03.09.2025			
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>			
		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	03.09.2025			
9	Date of Order	23.09.2025			
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 Tusura



**Appeared:**

**For the Complainant** - Sri Prafulla Mahanand  
**For the Respondent** - Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/476/2025**

Sri Prafulla Mahanand,  
At-Mahipur, Po-Bandgomunda,  
Via-Tusura, Dist-Bolangir  
Con. No. 911523020684

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.23.09.2025)**

During Camp Court hearing at Tusura Sub-division office on 03<sup>rd</sup> Sep. 2025, the consumer Shri Prafulla Mahananda was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Prafulla Mahananda who is a LT-GPS. consumer availing a CD of 1.5 KW. He has submitted that he is availing power supply for domestic purpose from the beginning but from Apr-2019, 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 : 03.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that he is availing power supply under LT-Dom. tariff category but bill has been generated on GPS category w.e.f. Apr-2019 which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 17,416.11p upto Jul.-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 has availed power supply under DOMESTIC tariff, later on from Apr-2019, the consumer has been recategorized under LT-GPS tariff category and continuing with same status till date. Regarding use of power supply, 7 days time is required to make field inspection and submission of report.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



Considering the above, the OP requested before the Forum to allow 7 days time to make field inspection & to submit the report.

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

The consumer is a LT-GPS consumer with a CD of 1.5 KW. Initially, the consumer has availed power supply under "DOM" tariff upto Mar-2019 and thereafter under "GPS" tariff till date. The arrear outstanding upto Jul.-2025 is ₹ 17,416.11p. 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-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 Apr-2021 onwards, the consumer has been recategorized under GPS tariff. Based on the consumer representation, the premises was inspected on 10<sup>th</sup> Sep. 2025 and found that the consumer is using power supply for domestic purpose. The inspection report dated 10<sup>th</sup> Sep. 2025 and written version of SDO-Tusura dated 18<sup>th</sup> Sep. 2025.

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-2021 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. Apr-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. Rather, the consumer has approached this forum on 03<sup>rd</sup> Sep. 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.

**The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. 03<sup>rd</sup> Sep. 2025 as the first application of the complainant for tariff change has been received on 03<sup>rd</sup> Sep. 2025. Also, the consumer is directed to clear the arrear outstanding as there is no dispute.**

Case is disposed off accordingly.

CO-OPTED MEMBER

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.



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

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Prafulla Mahanand, At-Mahipur, Po-Bandgomunda, 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."