



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/ 772⁵¹

Dated, the 30/10/2025

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/531/2025																											
2	Complainant/s	Name & Address Sri Banchhanidhi Mishra, For Sri Santinidhi Mishra, At-Jharbalangir, Po-Kharjura, Dist-Bolangir		Consumer No 915103063117	Contact No. 8249689115																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonapur		Division Sonapur Electrical Division, TPWODL, Sonapur																									
4	Date of Application	09.10.2025																											
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) <u>155, 157</u></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) <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																		
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8	Date(s) of Hearing	09.10.2025																											
9	Date of Order	30.10.2025																											
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 Dumerbahal

Appeared:

For the Complainant -Sri Banchhanidhi Mishra
For the Respondent -Sri Abadhut Pradhan, AF (F&C) (Representative)

Complaint Case No. BGR/531/2025

Sri Banchhanidhi Mishra,
For Sri Santinidhi Mishra,
At-Jharbalangir, Po-Kharjura,
Dist-Bolangir
Con. No. 915103063117

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.10.2025)

During Camp Court hearing at Khari Section office on 09th Oct. 2025, the representative of the consumer Shri Banchanidhi Mishra was present & Shri Manas Kumar Mahapatra, I/c SDO-Sonepur Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Banchanidhi Mishra who is a LT-GPS. consumer availing a CD of 1 KW. The representative of the consumer has disputed with the followings,

1. Power supply has given on Mar-2025 but prior to that fictitious bills have been generated.
2. The consumer using power supply for domestic purpose but bills has been raised under GPS tariff
3. Necessary correction of name.

The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 09.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonepur Sub-division. The consumer represented that he has availed power supply under LT-Dom. tariff category but bill has been generated on GPS category from the date of power supply which needs bill revision under DOMESTIC tariff. Also, he has availed power supply in Mar-2025 but fictitious bills have been generated from Jan.-2020 which needs to be withdrawn. At the time of generation of bill, the name of consumer was wrongly punched which also needs correction. The complainant raised dispute with the above-stated issues and requested before the Forum to redress the grievances.

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SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Jan.-2020. Also, the OP intimated that from the date of power supply the consumer is being billed under GPS tariff and continuing with same status till date. Regarding change of billing category, the consumer never approached to this office till date. The billing dispute raised by the complainant about date of power supply requires field verification for which seven days time may be allowed.

Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report.

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 20th Jan. 2020 and the arrear outstanding upto Sep.-2025 is ₹ 78,743.24p. 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 since Mar.-2025 but the OP has raised false bills from Jan.-2020 under GPS tariff and continuing with same status which needs bill revision as per LT-Dom. tariff. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 18th Oct. 2025 and submitted the report before the Forum on 28th Oct. 2025. The report submitted by officer-Commercial is not satisfactory as he has stated that power supply to the consumer was under disconnection from the date of power supply and reconnected on 26th Jun. 2025 where from the billing ledger it is observed that the consumer has paid ₹ 1,000/- on 17th Jan. 2025. Secondly, the consumer has availed power supply since 20th Jan. 2020. From the initial date of power supply, the consumer was billed with provisional status till Jan.-2024, thereafter average billing in Feb-2024. In Mar-2024, power supply has been disconnected and reconnected on May-2024 with CMR : 404. Hence, it is construed that power supply to the consumer premises under disconnection from Feb.-2024 to May-2025.

The OP submitted that as per new service connection submitted by the consumer, monthly bills have been generated on GPS tariff from the date of power supply i.e. 20th Jan. 2020. Till date, the consumer has never approached the OP for amendment of billing tariff. During the course of hearing, the Forum directed the OP to make field inspection and to submit a detailed PVR for use of consumer. The OP has inspected on 18th Oct. 2025 and found that the consumer is using power supply for domestic purpose. The inspection report dated 18th Oct. 2025 submitted on 28th Oct. 2025 has been taken into record.

The Forum analysed the documents submitted by both parties. It is observed that from the date of power supply i.e. 20th Jan. 2020, the consumer is being billed under GPS tariff category. In between these five years, the consumer never approached the OP regarding this ambiguity about billing category. Based on consumer complaint and as per direction of the Forum, the OP inspected the consumer premises on 18th Oct. 2025 and certified that presently 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. the date of power supply without any sort of departmental 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

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MEMBER (Fin.)

PRESIDENT

any move by the consumer which is lacking in this case. Initially power supply has been released under GPS category. Thereafter, the complainant has paid the monthly bill 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 09th Oct. 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.



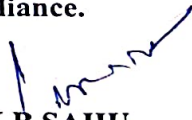
1. The provisional bill raised to the consumer from the date of power supply i.e. 20th Jan. 2020 to Jan-2024 is to be revised considering IMR: 0 (20.01.2020) and FMR: 404 (Jan.-2024) as the same meter (meter no. LW499671) was existing.
2. The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. 09th Oct. 2025 as the first application of the complainant for tariff change has been received on 09th Oct. 2025.
3. The complainant is advised to apply before the OP for correction of name observing departmental formalities.

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. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Banchhanidhi Mishra, At-Jharbalangir, Po-Kharjura, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."