



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/

794/25

Dated, the

11/11/2025

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/562/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Rama Chandra Pujari, At-Gokaneswarpada, Po/Dist-Sonepur	915101010517	8917524716																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	04.11.2025																										
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	04.11.2025																										
9	Date of Order	11.11.2025																										
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 Sonapur

Appeared:

For the Complainant

–Sri Rama Chandra Pujari

For the Respondent

–Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/562/2025

Sri Rama Chandra Pujari,
At-Gokaneswarpada,
Po/Dist-Bolangir
Con. No. 915101010517

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.11.11.2025)

During Camp Court hearing at Sonapur Section office on 04th Nov. 2025, the consumer Shri Ram Chandra Pujahari was present & Shri Bibekananda Dikshit, SDO-Sonapur Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ram Chandra Pujahari who is a LT-GPS. consumer availing a CD of 2 KW. The consumer represented before the Forum that earlier he availed power supply under commercial tariff but from Jun-2025, he is availing power supply under domestic tariff, but the billing category has not yet been changed still he has given application on 30th May 2025 which is pending with OP. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 04.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonapur section of Sonapur Sub-division. The consumer represented that he has availed power supply under LT-GPS tariff category till May-2025 but till date, the monthly bill is being generated on GPS category which needs to be changed under DOMESTIC tariff and needs bill revision. The complainant raised dispute with the above-stated issues and requested before the Forum to redress the grievances.

PREVIOUS COMPLAINS IF ANY :

Letter addressed to ESO-Sonapur dated 30th May 2025 of the consumer.

CO-OPTED MEMBER

MEMBER (Pin.)

PRESIDENT



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 Aug.-2004. Since the beginning, the consumer has availed power supply under DOM tariff till Oct-2016, thereafter under GPS tariff and continuing with same status till date. Regarding change of billing category, the consumer has approached this office on 31st May 2025 which is pending for disposal. Earlier, there was a NGO office in the name of "RARE" which was in operation from Nov-2016 to May-2025 for which bills are being raised under GPS tariff. After vacating of the said office and due to pending of application, the billing category has not yet been changed which needs to be recategorized under "DOM" tariff.

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

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 since 05th Aug. 2004 and the arrear outstanding upto Sep.-2025 is ₹ 12,893.90p. As complained by the complainant and submission of OP, it is observed by the Forum that from the date of availing power supply i.e. since 05th Aug. 2004, the consumer has availed power supply under "DOM" tariff till Oct-2016. From Nov.-2016, the billing tariff category has been reclassified under "GPS" tariff till date. The consumer disputed that he has applied with OP vide letter no. 424 dated 28th Feb. 2024 to change the billing category to "DOM" tariff as there will be no commercial from Mar-2024. The OP submitted that the said application has submitted by tenant of the premises not by the owner of the said power supply connection due to which the said application has not been considered and advised them to apply observing TPWODL guidelines. In response to that, the consumer has applied again on 30th May 2025 which is pending for disposal.

The Forum heard the submission of both the parties and of the opinion that the application for tariff change submitted on dated 28th Feb. 2024 is not a proper one as the owner of the said line has not applied and also the tenant has no proper authorization for making application. Hence, the said application is not legally tenable. The subsequent application dated 30th May 2025 submitted by the complainant has completed all departmental formalities. But it is not understood why the OP has not taken any action against that and till date it is pending with him. The Forum has taken this as a serious view and directed the OP to be pro-active for disposal of consumer grievances.

In the instant case and in accordance with Regulation of Hon'ble OERC, the complete application has been submitted by the consumer on 30th May 2025 which is to be treated as initial application for tariff change.

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.

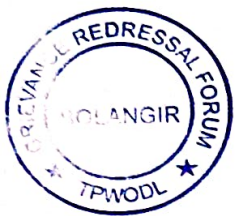
The OP is directed to amend the billing category from GPS tariff to DOM tariff w.e.f. 01st Jun. 2025 as the first application of the complainant for tariff change has been received on 30th May 2025. Accordingly, the energy bill from 01st Jun. 2025 to till the date of category change is to be recasted under "DOM" tariff.

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. SAHOQ
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Rama Chandra Pujari, At-Gokaneswarpada, Po/Dist-Bolangir-767017.
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:Bhoimagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."