

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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 884⁽⁵⁾

Dated, the 30/12/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/592/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Miss. Anjali Mahar, For Sri Abhinash Mahar, At/Po-Muribahal, Dist-Bolangir		912213010143	9337259212																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.11.2025																											
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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6. Others																													
8	Date(s) of Hearing	21.11.2025																											
9	Date of Order	30.12.2025																											
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 Muribahal



Appeared:

For the Complainant -Miss. Anjali Mahar
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/592/2025

Miss. Anjali Mahar,
For Sri Abhinash Mahar,
At/Po-Muribahal, Dist-Bolangir
Con. No. 912213010143

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During Camp Court hearing at Muribahal Section Office on 21st Nov. 2025, the representative of the consumer Ms. Anjali Mahar was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Ms. Anjali Mahar who is a LT-GPS. consumer availing a CD of 2 KW. She has submitted her grievances that she is availing power supply for domestic purpose from the beginning but from Mar.-2012, 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 : 21.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that she is availing power supply under LT-Dom. tariff category but bill has been generated on GPS category w.e.f. Mar-2012 which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 1,26,787.71p upto Nov.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 13th Mar. 2017 of the consumer addressed to ESO-Muribahal.

CO-OPTED MEMBER

MEMBER (Fin.)

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 DOMESTIC tariff, later on from Mar-2012, 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.

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 2 KW. Initially, the consumer has availed power supply under "DOM" tariff upto Feb.-2012 and thereafter under "GPS" tariff till date. The arrear outstanding upto Nov.-2025 is ₹ 1,26,787.71p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that she has availed power supply for domestic purpose from the date of supply but from Mar-2012 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 Mar.-2012 onwards, the consumer has been recategorized under GPS tariff. Based on the consumer representation, the premises was inspected on 21st Nov. 2025 and found that the consumer is using power supply for domestic purpose only. The inspection report dated 21st Nov. 2025 and written version of SDO-Kantabanji dated 21st Nov. 2025 has been taken into record.

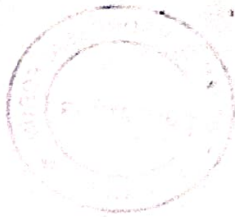
The Forum analysed the documents submitted by both parties. It is observed that initially the consumer was availed power supply for domestic purpose but from Mar.-2012 onwards, the consumer has been recategorized under LT-GPS tariff. Regarding this, the consumer was complained before ESO-Muribahal on 13th Mar. 2017. Based on consumer complaint, the OP inspected the consumer premises on 21st Nov. 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 since 13th Mar. 2017 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 any move by the consumer which is lacking in this case. As submitted by OP, 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. But in this case, the OP fails to submit any document in support of reclassification of consumer category w.e.f. Mar-2012 which is most important document in this case. 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 application dated 13th Mar. 2017 comes to front which is to be considered as first application. But due to pending of application since long with OP, the consumer has approached this forum on 21st Nov. 2025 for change of tariff. In support of that, the OP inspected the premises and certified that presently the consumer is using for domestic purpose only.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Also, from the FG billing data, the OP has changed the billing category from LT-GPS tariff to LT-Dom. tariff since 29th Nov. 2025.

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 has converted the billing category from LT-GPS tariff to LT-Dom tariff w.e.f. 29th Nov. 2025. The OP is hereby directed to revise the energy bill of the consumer from GPS tariff to DOM tariff w.e.f. Apr-2017 to Nov. 2025 as the first application of the complainant for tariff change has been received on 13th Mar. 2017 and served to the consumer for making payment. Also, the consumer is directed to clear the revised arrear outstanding within due time.

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.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Miss. Anjali Mahar, C/o-Sri Abhinash Mahar, At/Po-Muribahal, Dist-Bolangir-767037.
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 → 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."