



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/

859

Dated, the

11/12/2025

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/594/2025																																			
2	Complainant/s	Name & Address Sri Debendra Patel, For Sri Dhuba Patel, At-Thalbandh, Po-Makundapur, Via-R.College, Dist-Bolangir		Consumer No 911523170510	Contact No. 7749809544																																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	24.11.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>✓</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td>15. Others (Specify) –</td><td colspan="3"></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	24.11.2025																																			
9	Date of Order	11.12.2025																																			
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 Tusura

**Appeared:**

For the Complainant - Sri Debendra Patel  
For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/594/2025**

Sri Debendra Patel,  
For Sri Dhuba Patel,  
At-Thalbandh, Po-Makundpur,  
Via-R.College, Dist-Bolangir  
Con. No. 911523170510

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.11.12.2025)**

During Camp Court hearing at Tusura on 24<sup>th</sup> Nov. 2025, the representative of the consumer Shri Debendra Patel was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Debendra Patel who is a LT-GPS. consumer availing a CD of 1 KW. He has submitted that he is availing power supply for domestic purpose from the beginning but the OP has generated the monthly bill under 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 : 24.11.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura section of Tusura Sub-division. The consumer represented that he has availing power supply under LT-Dom. tariff category but the monthly bill has been generated on GPS category since the beginning which needs bill revision under DOMESTIC tariff. For that change of tariff, the total outstanding has been accumulated to ₹ 23,415.36p upto Oct.-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 06.11.2024 of the consumer addressed to ESO-Tusura with due acknowledgement.

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 the consumer has availed power supply under GPS tariff from the date of power supply and is continuing with same status till date. Regarding use of power supply, the OP requested for seven days time to make field inspection and submission of report.

Considering the above, the Forum allowed seven 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 KW. The consumer has availed power supply since 26<sup>th</sup> Feb. 2015 and the arrear outstanding upto Oct.-2025 is ₹ 23,415.36p. Based on the consumer complaint, the OP requested seven days time for field verification and submission of report. The Forum was allowed the same. The OP has made field inspection on dated 03<sup>rd</sup> Dec. 2025 and certified that the consumer is using power supply under DOM tariff at present. Previously, the consumer was using power supply for a mixture shop till Sep.-2021. The inspection report of SDO-Tusura dated 03<sup>rd</sup> Dec. 2025 has been taken into record.

The Forum analysed the documents submitted by both parties. It is observed that from the initial date of power supply the consumer is being billed under GPS tariff till date. As per field verification report, it is found that there was a mixture shop in that premises till Sep.-2021 for which GPS tariff billing was going on. Thereafter, the complainant is using the said connection for domestic purpose without intimation of the licensee. Also, it is observed by the Forum that the consumer has approached the ESO-Tusura vide his letter dated 06<sup>th</sup> Nov. 2024 for amendment of billing category from GPS tariff to DOM tariff which has been acknowledged by ESO-Tusura. The application of the complainant is still pending with the licensee since Nov.-2024.

In the instant case, the complainant has claimed unilateral change of tariff category from GPS to DOM w.e.f. 06<sup>th</sup> Nov. 2024 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. Also, the complainant has paid the monthly bill time to time without any protest. The consumer has approached the OP on 06<sup>th</sup> Nov. 2024 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. 06<sup>th</sup> Nov. 2024 as the first application of the complainant for tariff change has been received on 06<sup>th</sup> Nov. 2024 and to revise the bill accordingly.**

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.)

  
**S.K. NANDA**  
PRESIDENT

Copy to: -

1. Sri Debendra Patel, At-Thalbandh, Po-Makundapur, Via-R.College, Dist-Bolangir-767002.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**