



Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 570(4)

Date: 31-12-25

Present:

Sri Ranjan Kumar Naik, President
 Sri S.K Dora (Co-opted Member)
 Sri S.Tripathy Member(Finance)

1	Case No.	BRL/536/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Lalon Pd. Yadav C/o- Manoj Prasad Yadav At/Po-Ganganagar,Brajrajnagar, Dist-Jharsuguda.	4171-2105-0210	8480268716		
3	Respondent/s	S.D.O (Elect), Brajrajnagar,TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	12.12.2025				
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓	
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X	
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X	
		7. Interruptions	X	8. Metering	X	
		9. New Connection	X	10. Quality of Supply & GSOP	X	
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X	
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X	
		15. Others (Specify) -X				
		6	Section(s) of Electricity Act, 2003 involved			
		7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019	✓	
2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004						
3. OERC Conduct of Business) Regulations,2004						
4. Odisha Grid Code (OGC) Regulation,2006						
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004						
6. Others						
8	Date(s) of Hearing			12.12.2025		
9	Date of Order	31-12-25				
10	Order in favour of	Complainant	✓	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL				

Appeared

For the Complainant- Lalon Pd. Yadav

Represented by Manoj Prasad Yadav

For the Respondent - SDO(Elect.),Brajrajnagar, TPWODL.

GRF Case No- BRL/536/2025

COMPLAINANT

Lalon Pd. Yadav

C/o- Manoj Prasad Yadav

At/Po-Ganganagar,Brajrajnagar,

Dist-Jharsuguda

Consumer No-4171-2105-0210

VRS

SDO(Electrical), Brajrajnagar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Manoj Prasad Yadav on behalf of Lalon Prasad Yadav appeared in the Camp Court hearing held at SDO Office, Brajrajnagar, under ESO- Brajrajnagar, on Dt. 12.12.2025. The complainant submitted during course of hearing in brief as follows:

- 1) To revise the old provisional/average bill charged earlier.
- 2) To change the tariff from General Purpose to Domestic but failed to submit the period from which he has been utilizing the supply for Domestic purposes.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted ledger copies for the period from Nov'2002 to Oct-2025, a Physical Verification Report carried out on 17.12.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The date of power supply to the consumer is 30th Nov'2001(As per FG database).
2. As per field verification report by Section Officer & AOC, Brajrajnagar, it was found that the consumer was currently billing in General Purpose but using the electricity for Domestic purpose.
3. As per the Physical Verification Report, the connected load was 1.82KW and the Current reading was 95KWH as on 17.12.2025.

OBSERVATION

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4171-2105-0210, having CD-1.82KW under LT-General Purpose<110KVA category, coming under ESO-Brajrajnagar & initial power supply effected on 30.11.2001. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) The date of initial power supply is 30/11/2001 with installed meter no. '163470'.

- 2) Provisional bill raised from date of power supply to April-May/2004. Then actual bill continued from June-July/2004 to June-July/2006. Again provisional/average generated from Aug-Sept/06 to April-2013.
- 3) A meter having sl. no. "8145437" was installed during May-2013 and actual bill continued up to October-2015. Then, provisional bills raised from Nove-2015 to January-2018.
- 4) Again, a meter having sl. no. "WLT0766305" was installed during February-2018 and actual billing continued up to June-2024. Power supply remained disconnected from July-2024 to February-2025 and no bills were generated during this period.
- 5) Power supply was reconnected on dated 16/09/2025 and meter having sl. no. "TWST15085674" installed on 26/09/2025 and actual billing continued up to till date.
- 6) The complainant in his petition admitted that due to usage of one machine in his domestic supply, the tariff for billing was changed to General Purpose Tariff and affirmed that the power supply is currently being utilized solely for domestic purposes only but failed to emphatically submit the period from which he has been utilizing the same supply for Domestic purposes.
- 7) The Physical Verification Report (PVR) dtd.17.12.2025 revealed that the consumer has been utilizing supply for domestic purposes with C.D.-1.82KW. The Opposite Party urged before the Forum to issue necessary orders to change the tariff category from LT-GP to LT-Dom. However, the Opposite Party could not certify & submit any proof of records entailing the period from which the complainant has been utilizing the power for domestic purposes.
- 8) The complainant also failed to submit any relevant details with reference to any application for change of tariff category before the Opposite Party in earlier occasions to substantiate the claim.
- 9) Hence, in the absence of proper records, the Forum is of the considered opinion that Opposite Party is required to reclassify the consumer tariff category from LT-GP to LT-Domestic w.e.f. 17.12.2025 i.e. from the date of inspection, as per regulation 43 read with regulation-21 of OERC Distribution (Conditions of Supply)Code, 2019.
- 10) However, provisional/average bills generated prior to installation of meter having sl.no. "WLT076305", needs to be revised by the Opposite Party under existing tariff (LT-GP).

ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the EC bill from March-2017 to January-2018, taking six-months actual monthly average consumption of the meter having sl.no. "WLT076305" installed during February-2018, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to reclassify the consumer tariff category from LT-G.P. to LT-Domestic w.e.f. 17.12.2025 as per regulation-43 read with regulation-21 of OERC Distribution (Conditions of Supply)Code, 2019.*

3. *The Opposite Party is directed to serve the revised energy charges bill with revised due date, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*
4. *The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.*

Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of Jan-2026) from the date of issue of this order.

S.K Dora
S.K Dora
(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

S.Tripathy
S.Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

Ranjan Kumar Naik
Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-

1. Lalon Pd. Yadav, C/o- Manoj Prasad Yadav, At/Po- Ganganagar, Brajrajnagar, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.) Brajrajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/536/2025)

