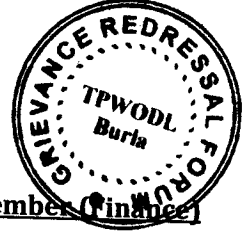


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 270(4)

Date: 29.05.26

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

1	Case No.	BRL/226/2026																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Bilkash Ranjan Purohit C/O-P. Vijay Kiran Mirgamunda, Maneswar Dist-Sambalpur-768005		4162-3505-0674	7377788648																																
3	Respondent/s	S.D.O (Elect), Dhanupali			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	15.04.2026																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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8	Date(s) of Hearing	15.04.2026																																			
9	Date of Order	29.05.26																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Sahaspur

Appeared

For the Complainant- Bilkash Ranjan Purohit
Represented by P. Vijay Kiran

For the Respondent - SDO(Electrical), Dhanupali, TPWODL.



GRF Case No- BRL/226/2026

Bilkash Ranjan Purohit
C/O- P. Vijay Kiran
Mirgamunda, Maneswar
Dist-Sambalpur
Consumer No-4162-3505-0674

COMPLAINANT

VRS

SDO(Electrical), Dhanupali, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri P. Vijay Kiran on behalf of Bilkash Ranjan Purohit appeared in the hearing on Dt. 15.04.2026 at the camp held at ESO Office, Sahaspur. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding wrong classification of consumer category under General Purposes tariff instead of Domestic category. The complainant affirmed that he had purchased the house during Aug-2021 & has been utilizing supply under Domestic purposes since Jan-2022. However, the energy bills have been erroneously charged considering General Purpose tariff till date.
2. To revise the EC bills as per actual meter consumption recorded under Domestic tariff.

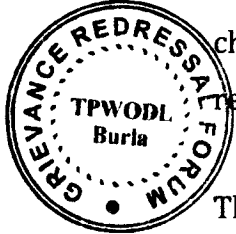
Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submits a Physical Verification report carried out on Dt. 20.04.2026 & a written statement in this case. In reply to the case the Opposite Party submitted that,

1. Sri P. Vijay Kiran purchased a house from Bikash Ranjan Purohit at Mirgamunda in Aug-2021. The said house has a commercial connection bearing consumer no 4162-3505-0674 in the name of Bikash Ranjan Purohit.
2. After studying the billing history, verification and local enquiry of consumer no 4162-3505-0674 by Officer RCM, Maneswar it is found that, date of power supply to the consumer is 23.03.2013 and tariff of the consumer is commercial from date of supply to till date.
3. Meter No "8135012" is continued from date of supply i.e March-2013 to February-2024. Bill from March-2013 to April-2017 was in actual basis. Then billing was in average basis from May-2016 to February-2022. But meter was in running condition.

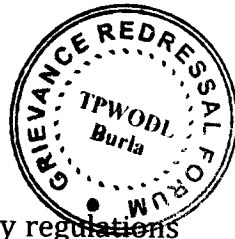
4. A bill revision was done from back end to make the billing actual. Revision was done from April-2018 to February-2022. But revision should be done by taking IMR as '5984' of April-2016 and FMR as '16655' of April-2022.
5. As per PVR submitted by officer RCM, Maneswar the above power supply is being used for only domestic purpose since September-2024 to till date. So the consumer category to be changed from Commercial to Domestic and bill from September-2024 to March-2026 may be revised as per Domestic tariff.



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 4162-3505-0674, having CD-1.00 KW under LT-General Purpose <110 KVA category, coming under ESO-Maneswar & initial power supply effected on 23.03.2013. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that monthly energy bills have been charged under General Purposes tariff since the date of initial power supply.
2. The complainant failed to submit any copy of application made earlier before the Opposite Party, requesting for change of tariff category from LT-General Purpose to LT-Domestic purposes.
3. That, on enquiry about the physical status of power supply, the Opposite Party submitted that the existing meter has been found in running condition & as per site verification/local enquiry done, it was found that the consumer has been availing supply for domestic purposes since Sept-2026.
4. The physical verification report dtd. 20.04.2026 and written statement equivocally certified that the complainant has been utilizing the electricity for domestic purposes, since September-2024.
5. That, the Opposite Party could not submit any documentary evidence that the complainant has been utilizing the supply for domestic purposes since Sept-2024. The Forum was astounded to note that, if the same supply has been utilized for domestic purposes Sept-24, then why no action was taken by the Opposite Party in earlier occasions to reclassify the consumer category in billing database. The Forum condemns such in action and vouched for immediate proactive measures to initiate necessary arrangements as per rules and regulations in force.
6. That, the complainant could not substantiate his claim with proof of records regarding any application made earlier to this effect, duly acknowledged by the Opposite Party.



7. That, current arrear outstanding as of April-2026 stood at Rs. 71531.98/-.

Considering the facts, statements and reports available on record, the necessary regulations as stipulated under OERC Distribution (Conditions of Supply), Code, 2019, read with Regulation-43, Regulation-21 & the petition filed by the complainant, the Forum is of the considered opinion that the change of tariff category from LT-General Purpose to LT-Domestic purpose cannot be entertained with effect from January-2022 onwards in the absence of any previous documentary evidence/proof of records regarding the usage of power in Domestic category from either of the parties concerned.

Hence, the reclassification of consumer tariff category to "LT-Domestic" purpose is to be implemented by the Opposite Party, with effect from the date of physical inspection i.e. dtd.20.04.2026, in consonance with the statutory regulations stipulated and the bills so charged from 20.04.2026 upto the date of change/effect of tariff reclassification (from "LT-General Purpose" to "LT-Domestic") into billing database, are to be revised accordingly as per the newly reclassified category, for extending fair & reasonable justice to the complainant accordingly.

ORDER

After careful examination of the review petition of the Opposite Party, the prayer of the complainant and as per the Regulations prescribed, the Forum is pleased to pass the Order as follows:

- 1. The Opposite Party is directed to revise the energy bills charged to the complainant from dtd. from 20.04.2026 upto the date of change/effect of tariff reclassification (from "LT-General Purpose" to "LT-Domestic") in billing database, to be revised accordingly as per the reclassified category, 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 update the tariff category to "LT-Domestic" Purpose, into billing database, from the existing "LT-General Purpose" tariff, without any further delay.*
- 3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustments 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.*

5. The complainant is advised to approach the Opposite Party for reconnection of power supply accordingly.

In terms of the above, the petition is disposed of.

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



S.K Dora
(Co-Opted Member)

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

Copy to: -



S.Tripathy
Member (Finance)

Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)

President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bilkash Ranjan Purohit, C/O- P. Vijay Kiran, Mirgamunda, Maneswar Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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/226/2026)

