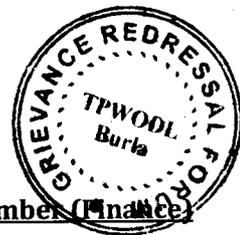


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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/DED/ (Final Order)/ 01C4)

Date: 15.01.26

**Present:** Sri Ranjan Kumar Naik, President  
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/558/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Birendra Kumar Naik At-Purunagarh (Near Jagannath Temple), Po-Purunagarh , Dist-Deogarh-768108	4141-1413-1224	7606903267	
3	Respondent/s	S.D.O (Elect), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	17.12.2025			
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	17.12.2025			
9	Date of Order	15.01.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Ranjan Kumar Naik  
 President  
 Grievance Redressal Forum  
 TPWODL, Burla, 768017

**Place of Camp:** SDO Office, Deogarh

**Appeared**

**For the Complainant-** Birendra Kumar Naik

**For the Respondent -** SDO(Electrical),Deogarh, TPWODL.



**GRF Case No- BRL/558/2025**

Birendra Kumar Naik  
At-Purunagarh (Near Jagannath Temple),  
Po-Purunagarh ,  
Dist-Deogarh  
Consumer No-4141-1413-1224

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

SDO(Electrical), Deogarh, TPWODL.

**GIST OF THE CASE**

Sri Birendra Kumar Naik appeared in the hearing on Dt. 17.12.2025 at the camp held at SDO Office, Deogarh. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding wrong classification of consumer category in LT-General Purpose, instead of LT-Domestic category, as he proclaimed that the supply has been utilized for domestic purposes only from the initial power supply extended but, failed to submit emphatically the period of dispute.
2. To revise the EC bills as per revised tariff category in LT-Domestic.

**Previous Complain. if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party submit three Physical Verification Report carried out on 05.04.24, 27.11.2024 & 15.12.2025 & also written statement in this case. In reply to the case the opposite party submitted the following facts.

1. The power supply to the consumer released on 02.07.2018 under 'KTJ' category. Subsequently category changed to 'General Purpose' from July-21 in line with inspection made on 29.06.2021 and penalty assessment of Rs.31620/- charged to consumer.
2. Later on, further penalty assessment of Rs.321201/- made to the consumer on the basis of PVR dt. 05.04.2024 (meter by pass found not allowed by the consumer to verify load ANNEX-I) and subsequently final assessment of Rs.37623/- raised on the basis of PVR dt. 27.11.2024 (after allowing premises to verify load ANNEX-II), mentioning the supply is being used for domestic purpose. The purpose of use of electricity is 'Domestic' as also evident from recent PVR Dt.15.12.2025 (ANNEX-III)
3. On Dt. 13.12.2025, consumer has cleared the final assessment settlement amount of Rs.37623/- but category remain unchanged which is liable for change.

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

4. The opposite party suggested for change of category from 'GP' to Domestic and revision of bill from Nov-2024 to till the date of category change.

#### **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 4141-1413-1224, having CD-5.00 KW under LT-General Purpose category<110 KVA, coming under ESO-Deogarh & initial power supply effected on 02.07.2018. 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, the Forum observed from the licensee's available soft records (FG & Samadhan App) that first energy bill charged in March-2019 under Kutir Jyoti Category with initial meter installed bearing SL.No." WLT115506".
2. It was observed that consumer billing category was changed to "General Purpose" from July-2021 in line with the inspection made on 29.06.2021, as certified by the Opposite Party & penal assessment of Rs.31620/- charged to consumer.
3. The Opposite Party further clarified that penal assessment of Rs.321201/- were made to the consumer due to meter by-pass found as per Physical Verification Report (PVR) carried out on 05.04.2024.
4. Subsequently, final assessment of Rs37623/- raised on the basis of PVR dated.27.11.2024, mentioning the supply is being utilized for "Domestic" purposes. The Opposite Party made it clear that the purpose/usage of supply was found to be "Domestic", as evident from the latest PVR submitted dated. 15.12.2025.
5. It was pointed out that the consumer has cleared the final assessment amount of Rs.37623/- but the consumer tariff category remained unchanged till date. Hence, no effective steps were taken by the Opposite Party to reclassify the consumer tariff category, even after the inspection carried out on 27.11.2024 & on 15.12.2025.

The Forum on scrutinizing the records and reports available on record construed that since purpose/usage of supply has been duly certified by the Opposite Party as used for "domestic purposes" only, the energy bills so charged with effect from the date of inspection i.e. 27.11.2024(based on which final assessment bill was derived & penal amount was collected, with clear indication of usage of supply being "Domestic" in the report) till the date of change of category from "LT-G.P." to "LT-Domestic" are to revised by the Opposite Party in consonance with regulations-140, 43 of OERC Distribution(Conditions of Supply)Code, 2019, as per above reclassified tariff category order to extend fair & reasonable justice to the complainant consumer.



  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

## 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 update the consumer tariff category from the existing "LT-G.P." to "LT-Domestic" immediately into the billing database, so as to generate monthly energy bills under proper category henceforth.*
2. *The Opposite Party is directed to revise the energy bills charged with effect from the date of inspection i.e. 27.11.2024 till the date of change of consumer tariff category from "LT-G.P." to "LT-Domestic", as per monthly consumption recorded in meter SL.No." TPWODL1013914", under reclassified "LT-Domestic" tariff, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
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 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.*

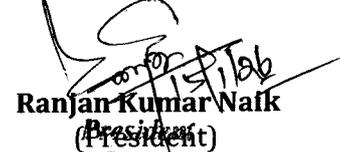
Accordingly, the case is disposed of.

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



  
S. Tripathy

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

  
Ranjan Kumar Naik  
(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to :-

1. Birendra Kumar Naik, At-Purunagarh (Near Jagannath Temple), Po-Purunagarh , Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/558/2025)