

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/SED/ (Final Order)/ 03(4)

Date: 29.01.26

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

1	Case No.	BRL/575/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narendra Kumar Behera At/Po- Brundaban Vihar, Ainthapali, Behind TATA Power Office Dist-Sambalpur-768004		4110-3303-0001	9438060550
3	Respondent/s	EE (Elect) SED, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	29.12.2025			
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	15.01.2026			
9	Date of Order	29.01.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			



President

Place of Camp: GRF Office, TPWODL , Burla.



Appeared

For the Complainant- Narendra Kumar Behera

For the Respondent - EE(Elect.) SED, TPWODL,Sambalpur.

GRF Case No- BRL/575/2025

Narendra Kumar Behera
At/Po- Brundaban Vihar,Ainthapali,
Behind TATA Power Office
Dist-Sambalpur-768004
Consumer No-4110-3303-0001

COMPLAINANT

VRS

EE(Elect.) SED, TPWODL,Sambalpur .

OPPOSITE PARTY

GIST OF THE CASE

Sri Narendra Kumar Behera appeared in the hearing held at GRF Office, Burla on Dt. 15.01.2026. The complainant submitted during course of hearing in brief as follows:

- 1) Protested against the undue & misconceived penalty of Rs.8349/- charged to him.
- 2) Raised an objection to wrong classification of tariff category from LT-Irrigation Pumping & Agriculture (LT-IPA) to LT-General Purpose from February-2025 to July-2025 with the payment of interest on the amount of Rs.9418/-.

The complainant prayed for exempt of such undue penalty charges levied & restoration of connection category to its original status as "Irrigation Pumping & Agriculture" category. In this context, the complainant submitted a copy of letter addressed to E.E.(Elect.), SED, Sambalpur, dtd.18.04.25 for exemption of fine amount under reference No-"723127012501", the copies of other mail communications to the Opposite Parties, photo copy of Physical Verification Report dtd.22.01.2025, copy of an undertaking agreed to pay the final assessment amount of Rs.8349/-, the copies of money receipts totalling to Rs.8349/-, a copy of money receipt of Rs.9418 paid towards electricity charges.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The case was heard on 15.01.2026, wherein the complainant appeared for hearing, whereas Sri Prasanta Ku. Sahoo, Mgr.(F&C)SED, Sambalpur & Sri Sanjeev Ku. Mishra AM.(F), represented on behalf of the Opposite Party. The Opposite Party submitted the written statement to the case, the copy of provisional assessment letter dtd.29.01.2025, copy of an undertaking cum final assessment letter(Annexure-II), copy of PVR dtd.20.07.25, copy of application form submitted by the complainant for change of category from LT-GP to LT-IPA & the copy of revision statement indicating withdrawal of Rs.7489.43/- due to wrong tariff classification billed earlier from Jan-2025 to July-2025. In reply to the case the opposite party submitted the following facts:-


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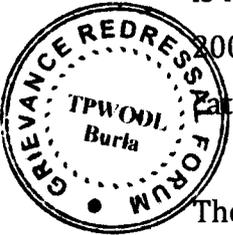
1. That, Sri Behera had taken one power supply having LT-IPA tariff for 1KW load since 29.06.2021. However, on 22.01.2025, the section team detected the consumer to be misusing the supply for Commercial purpose and accordingly an inspection report was made vide report no.198155 Dt. 22.01.2025. Further, the tariff was updated in billing from IPA to GP category.
2. Based on the inspection, the consumer was communicated Provisional Assessment Order for Rs 16916/- vide no. 75 Dt. 29.01.2025. After receiving the Provisional Assessment, the consumer appeared for personal hearing on 05.02.2025 whereby Final Assessment was made after hearing on 05.02.2025 and the consumer paid Rs 5000/- on the same date i.e 05.02.2025 and Rs 3349/- on 03.03.2025.
3. The consumer approached the section office and requested the section officer for changing of the tariff to IPA category as consumer not willing to use the supply for GP purpose and also requested for revision of GP bills on IPA category. The section officer after visiting the post and verifying, made another inspection on 20.07.2025, where it is mentioned that the supply is currently used for IPA purpose. Based on this bill generated on GP category was also revised on IPA category and a sum of Rs 7489.48/- was withdrawn on 12.12.2025.
4. After this on 01.09.2025, the consumer applied for change to IPA vide Application Form no.02 by paying Rs 200/- towards processing fees for the same and the category was subsequently changed to IPA. Presently the consumer is billed on IPA tariff.
5. The request of the consumer for refund of Rs 200/- processing fees and Rs 8349/-penal amount is not justified, since the penal amount is received for misuse of tariff by the consumer and Rs 200/- processing fees is taken as per consumers request to change the tariff again to IPA Category.

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 4110-3303-0001, having CD-1KW under LT- IRRIGATION PUMPING AND AGRICULTURE category, coming under ESO- Gosala & initial power supply effected on 29.06.2021. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) That, a theft case of "misuse of tariff" was detected/booked upon an inspection that was carried out by the Opposite Party on 22-Jan-2025 in the premises of the Lift Irrigation Point, being utilized by the complainant consumer in his name & Rs. 16916/- was provisionally assessed.
- 2) That, on personal appearance for hearing to the theft case on 05.02.2025, final assessment amount was made with Rs.8349/- with an undertaking from consumer side to pay the above dues accordingly. It was noticed that the consumer had deposited the entire amount towards above final settled amount in two installments.


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- 3) It is imperative to mention here that the theft assessment/penalty related issues are beyond the power/jurisdiction of the Forum to adjudicate, which ultimately lies with the concerned Appellate Authority.
- 4) That, regarding tariff misclassification effected in billing during January-2025 to July-2025, in connection to the physical inspection done on 22-Jan-2025, as contended by the complainant, was finally revised by the Opposite Party withdrawing the excess bills raised for the above period, effecting credit sundry of Rs.7489.48/-, in billing on 12-12-2025.
- 5) That, the request for re-classification of tariff from LT-GP to LT-IPA category, as applied by the complainant through Form No-2 dtd.01.09.2025, has been already updated in billing w.e.f. 01-Sep-2025.

The Forum on examining the case in detail construed that the contentions & averments made by the Complainant regarding excess bills charged due to wrong tariff classification made from February-2025 to July-2025 & reclassification of tariff category from LT-GP to its original category i.e. LT-IPA, were already rectified in billing & hence, the grievance is resolved accordingly. Further, the Forum lacks statutory power/authority to adjudicate in the matter of theft detection & penalty imposed.

Hence, the case is hereby dismissed.

Accordingly, the case is disposed of.


S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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


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

Copy to: -

1. Narendra Kumar Behera, At/Po- Brundaban Vihar, Ainthapali, Behind TATA Power Office, Dist-Sambalpur-768004.
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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:Bhoingar, 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/575/2025)

