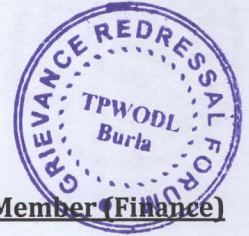


Grievance Redressal Forum

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/SEED/ (Final Order)/ 98cy

Date: 16.03.2026

Present:

Sri Ranjan Kumar Naik, President

Sri S.K Dora (Co-opted Member)

| | | | | | |
|----|----------------------------------------------|------------------------------------------------------------------------------------------|---|------------------------------------------------------|-------------|
| 1 | Case No. | BRL/72/2026 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Tapasum Nisha C/o-Mustaque Ahmed AT-Sunapali, PO-Dhankauda, Dist- Sambalpur. | | 4161-3209-0628 | 8249940344 |
| 3 | Respondent/s | SDO (Elect) Bhutapada,TPWODL. | | Division S.E.E.D, TPWODL, Sambalpur | |
| 4 | Date of Application | 13.02.2026 | | | |
| 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 | 13.02.2026 | | | |
| 9 | Date of Order | 16.03.2026 | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | NIL | | | |

Place of Camp: SDO Office Bhutapada, TPWODL, Sambalpur
Appeared



For the Complainant- Tapasum Nisha
Represented by Mustaque Ahmed
For the Respondent - SDO(Elect.) Bhutapada, TPWODL.

GRF Case No- BRL/72/2026

Tapasum Nisha
C/o-Mustaque Ahmed
AT-Sunapali,
PO-Dhankauda,
Dist- Sambalpur
Consumer No-4161-3209-0628

COMPLAINANT

VRS

SDO(Elect.) Butapada TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Mustaque Ahmed on behalf of Tapasum Nisha appeared in the Camp Court hearing held at SDO Office, Bhutapada, Sambalpur on Dt. 13.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) To change category of consumer and to revise the bills raised on wrong category.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the ledger copy for the period from Jul'2017 and Aug'2021, Physical Verification report carried out on 17.02.2026, Meter Installation Protocol on 05.03.2022 and written version on 17.02.2026 in this case. In reply to the case the opposite party submitted the following facts.

1. As per the Office records the date of power supply is 05.03.2017.
2. As per FG database meter no."TPWODL1016823" was installed in the consumer premises as on 05.03.2022.
3. As per FG data base a delay meter revision has been done on 05.04.2023 in which Rs 24,568.23/- has been debited to the consumer account
4. As per consumer grievance, he is using power supply for domestic purpose.
5. As per Office records the consumer has been inspected by the enforcement team as on 18.06.2021 and the mentioned category was Domestic.

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 4161-3209-0628, having CD-5KW under LT- General Purpose<110 KVA category, coming under ESO- Brooks Hill & initial power supply effected on 05.05.2017. 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 05/05/2017 with installed meter no. "WLT002303".
- 2) Actual/provisional bills were generated from date of power supply to February-2022 in GP category.

President

- 3) A meter having sl. no. "TPWOD1016823" was replaced on 05/03/2022 and actual/provisional bills are being served up to till date.
- 4) SDO (Elect), Bhutapada has submitted a PVR dated 17/02/2026, where in it is mentioned that "meter TPWODL1016823 is physically present at consumer premises and found that the consumer is using power supply for domestic purpose, hence category may be changed from "GP to DOM".
- 5) During replacement of meter having sl. no. "TPWOD1016823" on 05/03/2022, in meter installation protocol, the category of consumer is mentioned as "DOM".
- 6) During enforcement checking on date 18/06/2021, category of consumer was identified as "DOM" and penalty amount was raised in "DOM" category.
- 7) Forum construed that the bills from June-2021 onwards to till date should be re-calculated in "DOM" tariff instead of "GP" category and tariff should be changed in billing database immediately to serve EC bill in "DOM-tariff" to the consumer to resolve the consumer's grievance.

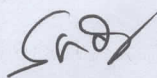
ORDER

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 re-calculate the EC bill from June-2021 to till date/ latest bill generated in "DOM-tariff", 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 change the billing category from GP to DOM and to serve bill in DOM tariff to the consumer immediately.*
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, considering 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 Apr-2026) from the date of issue of this order.

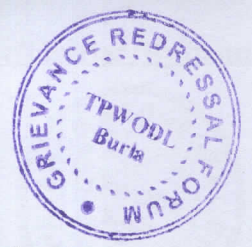


S.K Dora
(Co-Opted Member)

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



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



Copy to: -

1. Tapasum Nisha, C/o-Mustaque Ahmed, AT-Sunapali, PO-Dhankauda, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, Sambalpur 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/72/2026)