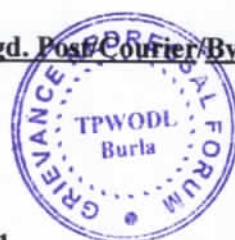


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601



Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and Sovan Tripathy, Member (Finance)

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 141 (4)

Date: 8/04/2025

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/86/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bipin Bihari Dash At-Remja, Po-Brajrajnagar, Dist-Jharsuguda-768216		4171-2704-0502	7077118695
3	Respondent/s	SDO (Elect),Brajrajnagar			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.02.2025			
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	20.02.2025			
9	Date of Order	8/04/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Brajrajnagar, TPWODL



Appeared

For the Complainant- Bipin Bihari Dash

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

GRF Case No- BRL/86/2025

(1) Bipin Bihari Dash

At-Remja,

Po-Brajrajnagar,

Dist-Jharsuguda-768216

Consumer No.- 4171-2704-0502

COMPLAINANT

VRS

(1) SDO(Elect.) Brajrajnagar, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bipin Bihari Dash bearing Consumer No **4171-2704-0502** under BNED, TPWODL, Brajrajnagar has stated about to change the tariff from GP to domestic.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger copy for the period from Dec'2002 to Jan'2025, written statement, Field verification report by ESO, Lamtibahal and physical verification report on 24.03.2025 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 3.5kw with initial date of p/s 15.11.1997 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is observed that:-

1. The physical verification report submitted by opposite party states that the purpose of electricity used on date of verification is domestic.
2. In the physical verification report, field verification enquiry report and written statement equivocally states that the complainant uses the electricity for domestic purpose since many years probably from 2016 to till date. Therefore, taking regulation and natural justice into account the bill needs revision for change of tariff from GP to domestic.

ORDER

After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:

1. *The Opposite Party is directed to revise the tariff of the complainant from 01.01.2016 and continue the same further accordingly. The DPS if any, so levied during the period should be waived out.*

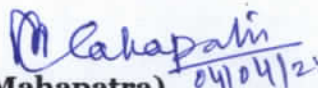



President
Grievance Redressal Forum
TPWODL, Burla - 768017

2. 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.
3. 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.

The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.

Accordingly, the case is disposed of.


(B. Mahapatra) 04/04/25
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Bipin Bihari Dash, At-Remja, Po-Brajrajnagar, Dist-Jharsuguda-768216.
(2) Sub-Divisional Officer (Elect.) Brarajnagar, 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 in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhojnagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/86/2025)