

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

Date: 31/10/25

Ref: GRF/Burla/Div/SED/ (Final Order)/452(4)

Present:

**Sri Ranjan Kumar Naik, President
Sri Sudhir Kumar Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/360/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahabub Ahmed Andhrapada, Gosala Dist-Sambalpur		4118-3306-0420	7735637784
3	Respondent/s	SDO (Elect), Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	08.09.2025			
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	08.09.2025			
9	Date of Order	30/10/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

[Signature]
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO Office, Gosala

Appeared

For the Complainant- Mahabub Ahmed

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



GRF Case No- BRL/360/2025

Mahabub Ahmed
Andhrapada, Gosala
Dist-Sambalpur
Consumer No-4118-3306-0420

VRS

SDO(Electrical), Hirakud, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Mr. Mahabub Ahmed appeared in the hearing on Dt. 08.09.2025 at the camp held at ESO Office, Gosala. The complainant submitted during course of hearing in brief as follows:

1. The complainant has objected about wrong bills being raised under General Purpose tariff, as he has been utilizing the supply for Domestic purposes. Hence, the complainant requested regarding revision of bill under Domestic tariff with tariff change in billing from Com to Dom.

Previous Complain. if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit a Physical Verification Report carried out on 08.09.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. According to FG, power supply was provided to the consumer on Dt.15.02.2016, under the commercial category.
2. Based on the consumer's complaint & the Electrical Section Officer's (ESO's) PVR report, it has been verified that the consumer has not been using electricity for commercial purposes since January 2024. Therefore, the Opposite Party suggested to change the consumer's category from "Commercial" to "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 4118-3306-0420, having CD-1.00KW under LT-General Purpose< 110KVA category, coming under ESO-Gosala & initial power supply effected on 15.02.2016. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

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1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensee's soft records (FG & Samadhan App) that initial power supply effected on 15-Feb-2016 under LT-General Purpose (G.P.) tariff.
2. No abnormalities found in billing having being charged energy bills under G.P. tariff till date as per consumption recorded in installed meter, except the objection raised by the complainant regarding wrong billing charged under G.P.
3. On detail deliberation to the objection filed, the Opposite Party was asked to submit the physical status & written statement in support of their views to the case.
4. That, the Opposite Party on physical verification to the case certified on record that the complainant has been utilizing supply for "Domestic" purposes since January-2024 & hence, urged for revision of earlier bills and change of tariff category.
5. The Forum on verifying the records observed that usage power under "Domestic" category since January-2024 is not sustained as no proof of records/evidences supporting the statements declared.
6. The complainant could not produce any copy of application made earlier before the licensee regarding change of tariff to substantiate his claim. If the complainant has been utilizing supply under "Domestic" category, what action was taken by the certifying officer in earlier occasions was not clarified by the Opposite Party.
7. The Forum learnt to have understood from records that presently, the complainant has been using the supply under "Domestic" category but, mere certification based on the present status would not validate/suffice the statement as certified by the Opposite Party.
8. On scrutinizing the case records in detail, the necessary regulations as stipulated under OERC Distribution(Condition of Supply),Code, 2019, envisaged in Regulation-43 read with Regulation-21 & Regulation-140, the Forum construed that the change of tariff category from LT-General Purpose to LT-Domestic purpose cannot be entertained with effect from January-2024 onwards, on the basis of findings observed from the physical verification report as submitted by the Opposite Party. However, in the absence of any previous documentary evidence/proof of records regarding usage of power under Domestic category from either of the parties concerned, the reclassification of consumer tariff to "LT-Domestic" purposes is to be implemented by the Opposite Party, with effect from the date of physical verification/inspection i.e. dtd.08.09.10.2025 in consonance with the regulations framed. However, the Opposite Party is required to reclassify the tariff category from LT-G.P. to LT-Domestic in billing database w.e.f. 08.09.10.2025.




President

Grievance Redressal Forum

ORDER

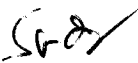
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019



1. The Opposite Party is directed to change the consumer Tariff category from "LT-G.P." to "LT-Domestic" with immediate effect.

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 November-2025) from the date of issue of this order.


S.K. Dora

(Co-Opted Member)

Copy to: **Co-opted Member**


S. Tripathy

Member (Finance)

Member


Ranjan Kumar Naik

(President)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

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1. Mahabub Ahmed, Andhrapada, Gosala, Dist Sambalpur
2. Sub-Divisional Officer (Elect.) Hirakud, TPWODL, 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:Bhoynagar, 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/360/2025)