

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/SEED/ (Final Order)/ 440(4)

Date: 31.10.25

Present:

Sri Ranjan Kumar Naik, President

Sri Sudhir Kumar Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/364/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sri Prakash Chandra Beriha At-Mathpali, Po-Dhanupali Ps-Dhanupali Dist-Sambalpur-768005		4162-3203-0307	7978762588																																
3	Respondent/s	SDO (Elect), Dhanupali			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	12.09.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business Regulations, 2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	12.09.2025																																			
9	Date of Order	29.10.25																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Maneswar

Appeared

For the Complainant- Prakash Chandra Beriha

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

GRF Case No- BRL/364/2025

Prakash Chandra Beriha

At-Mathpali, Po-Dhanupali

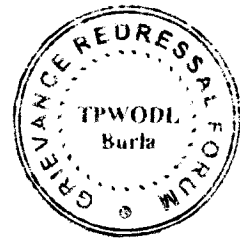
Dhanupali

Dist-Sambalpur

Consumer No-4162-3203-0307

VRS

SDO(Electrical), Dhanupali, TPWODL.



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Prakash Chandra Beriha appeared in the hearing on Dt. 12.09.2025 at the camp held at ESO Office, Maneswar. The complainant submitted during course of hearing in brief as follows:

1. The complainant has requested regarding revision of bill with tariff change from Com to Dom.
2. To rectify the bill raised in the month of April-2024.

SUBMISSION OF OPPOSITE PARTY

The opposite party not submit any relevant documents except joint committed verification report to this case, in which the opposite party submitted the following facts.

1. A Soubhagya connection was given to this consumer with meter no "LW416622".
2. But bill was not generated for the Soubhagya connection.
3. Before that a commercial connection was present nearby having consumer no 4162-3203-0307.
4. In September-2021, meter no "LW416622" was updated in consumer no 4162-3203-0307 and Soubhagya bill was not generated.
5. In April-2024 total consumption of the above meter i.e-'15809' units were billed in commercial tariff and after that till now all billings are in commercial tariff.
6. As per verification consumer is using power supply for domestic purpose from 03.11.2019 till now.

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 4162-3203-0307, having CD-1.00KW under LT-General Purpose <110 KVA category, coming under ESO-Dhanupali & initial power supply effected on 21.12.2000. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

[Signature]
Grievance Redressal Forum
TPWODL, Burla, 768012

- 
1. Consumer was billed on average basis due to defective meter from Feb-2006 to October-2019.
 2. A meter, having sl no "LW416622", was replaced on 03-Nov-2019 and updated later on 24-Sep-2021.
 3. The meter, having sl no "LW416622" was installed in the consumer premisses in leu of release of new connection under Soubhagya scheme, but bills were never served to consumer in domestic category.
 4. Due to wrong updating of meter sl no. "LW416622" in the old consumer number (4162-3203-0307), consumer continued to receive bills in G.P. tariff instead of Dom Tariff.
 5. As per WS and PVR submitted by SDO, Dhanupali, consumer is using the power supply for domestic purpose from the date of installation of meter having Sl No "LW416622" i.e. 03.11.2019.
 6. No bill units were charged from December-2019 to August-2021 as observed from ledger abstract. The power supply was disconnected on 31-Aug-2021 & reconnected on 30-Jan-2024. Further, supply was again disconnected on 26-Sep-2024 & reconnected on 13-Jul-2025, as per records revealed.
 7. Consumer was billed for "15809" units in the month of April-2024 on commercial tariff for which consumer has raised objection and requested to revise the bill.
 8. The above meter has been continuing with last recorded reading of kwh" 21502" upto Sept-2025 billing. Actual bills have been charged since June-2025, after restoration of supply.
 9. 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 03.11.2019 onwards, on the basis of findings observed from the joint 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.27.10.2025 in consonance with the regulations framed. And the bills so charged from 03.11.2019 till the date of tariff reclassification(from LT-G.P. TO LT-Domestic) are to be recasted accordingly to be based on actual monthly average consumption as per existing LT-G.P. Tariff till such time.

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 revise the energy bills charged to the complainant/consumer on the basis of recasting the monthly EC bills under the existing LT-GP Tariff for the period from 03.11.2019 to till date of effect of reclassified category to Domestic tariff, on actual monthly average basis as per consumption recorded in meter sl no "LW416622", so accumulated, reckoning the disconnected period, 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 consumer Tariff category from "LT-G.P." to "LT-Domestic" with immediate effect.
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 by the end of November- 2025 from the date of issue of this order.

S.K Dora
(Co-Opted Member)
Co-opted Member

S. Tripathy
Member (Finance)
Member

Ranjan Kumar Naik
(President)
President

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Prakash Chandra Beriha, At-Mathpali, Po-Dhanupali, Ps-Dhanupali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Dhanupali, TPWODL, 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: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/364/2025)