

Grievance Redressal Forum
TPWODL
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017 Ph No-(0663-2432839)
Email: grf.burla@tpwesternodisha.com
Bench: A.K.Satpathy, President and S.Tripathy, Member (Finance)



Memo No.: GRF/Burla/Corrigendum Order/ 278 (4)

Date: 30/06/2025

Present:

Sri A.K.Satpathy, President.

Sri S.Tripathy, Member (Finance)

Bipin Bihari Dash
At-Remja
Po-Brajrajnagar,
Dist-Jharsuguda-768216
Consumer No.- 4171-2704-0502

COMPLAINANT

VRS

SDO(Electrical) Brajrajnagar,TPWODL

OPPOSITE PARTY

CORRIGENDUM ORDER

This Corrigendum Order to the Final Order Dated.08.04.2025, arising out of Complaint Case No-BRL/86/2025 is passed on this date as mentioned hereunder.

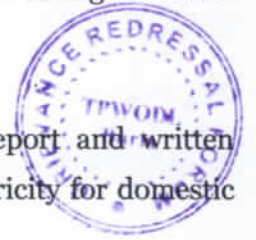
The Forum had passed the above final order on dtd.08.04.2025, vide letter No. GRF/Burla/Div/BNED/(Final Order)/141(4), based upon the written statement, field verification report and Physical Verification Report of the Opposite Party, submitted to the Forum vide letter No.41 dtd.24.04.2025 of SDO(Elect.), Brajrajnagar, TPWODL. But now, the Opposite Party has prayed for review of the said order, the Forum accepted the review petition.

Hence, upon request/review petition filed by the Opposite Party on 17.05.2025, the instant case was re-heard on 23.06.2025 at the O/O the SDO(Elect.), Brajraj Nagar, wherein the complainant Sri Bipin Bihari Dash and the Opposite Party namely, Sri Sukanta Ku. Padhi, SDO(Elect.), Brajrajnagar, appeared before the Forum. Earlier, the final order was pronounced by the two-member bench, i.e. the President, GRF, Burla and the Honorary Co-Opted Member, Burla. With the cessation of Honorary Co-Opted Member, Burla, during this time, the same case was re-heard in the presence of the President, GRF, Burla and the Member(Finance), GRF, Burla. The case was discussed at length and the complainant was appraised regarding the rules and regulations framed by the Hon'ble Commission, Odisha.

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-General Purpose consumer having CD 3.5kw with initial date of p/s on 15.11.1997, as seen from the FG data base/ Samadhan App. The Forum on scrutinizing the case in detail observed the facts which are envisaged below, that,

- 1) The complainant reiterated and affirmed that the instant issue/request was raised before the Opposite Party time and again previously through verbal communication only and failed to submit any copy of application made earlier before the Opposite Party, requesting for change of tariff category from LT-General Purpose to LT-Domestic purposes.
- 2) The physical verification report dtd. 24.03.2025, field verification enquiry report and written statement equivocally certified that the complainant has been utilizing the electricity for domestic purposes, since many years probably from 2016 to till date.
- 3) That, the complainant could not substantiate his claim with proof of records regarding any application made earlier to this effect, duly acknowledged by the Opposite Party. However, on oral submission to the case, the Opposite party affirmed that the request for change of tariff category was made earlier on many occasions before the Opposite Party but could not provide any records for the same.
- 4) That, the Opposite Party could not submit any documentary evidence that the complainant has been utilizing the supply for domestic purposes since the year 2016. The Forum astounded to note that, if the same supply has been used for domestic purposes since 2016, then why no action was taken by the Opposite Party in earlier occasions to reclassify the consumer category in billing database. The Forum condemns such in action and vouched for immediate proactive measures to initiate necessary arrangements as per rules and regulations in force.
- 5) That, on enquiry about the physical status of power supply, the complainant submitted that presently, the power supply has been disconnected with service wire dismantled from pole but, the existing meter has been available in the premises.
- 6) That, the current arrear outstanding as of February-2025 stood at Rs. 178357.06/-.
- 7) That, a power theft was detected on 28-Nov-2024 with penal assessment of Rs.41,117/-, for by passing the service line. The Opposite Party could not submit any details to this effect. That, the Forum could not ascertain the exact date of classification of tariff category under LT-General Purpose in billing database.



Considering the facts, statements and reports available on record, the necessary regulations as stipulated under OERC Distribution (Conditions of Supply), Code, 2019, read with Regulation-43, Regulation-21 & the petition filed by the complainant, the Forum is of the considered opinion that the change of tariff category from LT-General Purpose to LT-Domestic purpose cannot be entertained with effect from 01.01.2016 onwards, on the basis of findings observed from the field enquiry report by the Opposite Party. However, in the absence of any previous documentary evidence/proof of records regarding the usage of power in Domestic category from either of the parties concerned, the reclassification of consumer tariff category to "LT-Domestic" purpose is to be implemented by the

President



Opposite Party, with effect from the date of physical inspection i.e. dtd.24.03.2025, in consonance with the regulations stipulated and the bills so charged from 24.03.2025 upto the date of change/effect of tariff reclassification (from "LT-General Purpose" to "LT-Domestic") in billing database, are to be revised accordingly as per the reclassified category, for extending fair & reasonable justice to the complainant and redressal of the grievances accordingly.

ORDER

After careful examination of the review petition of the Opposite Party, the prayer of the complainant and as per the Regulations prescribed, the Forum is pleased to pass the Order as follows:

1. The Opposite Party is directed to revise the energy bills charged to the complainant from dtd. 24.03.2025 upto the date of change/effect of tariff reclassification (from "LT-General Purpose" to "LT-Domestic") in billing database, to be revised accordingly as per the reclassified category, 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 update the tariff category to "LT-Domestic" Purpose into billing database, from the existing "LT-General Purpose" tariff, without any further delay.
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 adjustments 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.
5. The complainant is advised to approach the Opposite Party for reconnection of power supply accordingly.

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.


(S. Tripathy)

(Member-Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

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)


President
Grievance Redressal Forum
TPWODL, Burla - 768017