

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/109/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sri Raja Rajeswari Chandi Mandir		5120-0112-0048	
		C/o Narayan Mishra, At-Tukurla		Contact No.:	
		PO-Chadeigaon, Dist-Bargarh		8658523529	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BED, Bargarh, TPWODL,		BED, TPWODL, Bargarh.			
4	Date of Application		08.08.2025		
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes	
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions		8. Metering	
		9. New Connection		10. Quality of Supply & GSOP	
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations	
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved		42(5)		
7	OERC Regulation(s):				Clauses
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			
		155 & 157			
8	Date(s) of Hearing		08.08.2025		
9	Date of Order		19.09.2025		
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Shri Raja Rajeswari Chandi Mandir Represented by Narayan Mishra		SDO(Elect.), TPWODL, Bargarh-II		

B.K.
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 08-08-2025, the complainant appeared before the Forum whereas SDO-II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Specified Public Purpose consumer having consumer No. 5120-0112-0048 with connected load of 2.00 KW. That the Complainant has raised objection regarding the 3ph meter installation in his premises despite of 2.00 KW load and charging of high meter rent. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, a 3-phase meter has been installed in his premises and meter rent @ Rs.150.00 has been charged to him resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 18-08-2025 mentioning that "there is 16 KVA transformer installed and a single-phase LT line is there, but a 3-phase meter has been installed in the premises" with a written submission of SDO II Bargarh received on 09-09-2025.
- ii. The respondent also agreed upon 3PH meter installed and 3PH meter rent is being charged and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

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Findings and observations of the Forum



Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been given power supply with a connected load of 2.00 KW on 30-07-2013 with installation of a 3PH meter and meter rent has been charged @ Rs.150.00 per month with multiple meter change.
- b. It is noted from the billing data that till Feb'2025 the respondent has charged 3PH meter rent @ Rs.150.00 for 112 months amounting to Rs.16800.00. From Mar'2025 no meter rent has been charged to the complainant.
- c. It seems that, there is no logic to install 3-Ph meter in a 2KW single Phase supply and charging of meter rent of 3-Ph meter @ Rs. 150 per Month. Therefore, the Forum is of the view that, with a load of 2.00 KW a 1PH meter could have been installed and meter rent @ Rs.40.00 or Rs.60.00 (as per tariff) could have been charged for 60/96 months as applicable and maximum recoverable amount towards meter rent is Rs. 40X60= Rs. 2400 (For Non Smart Meter) and Rs. 60X96=Rs. 5760 (For smart Meter).
- d. As per regulation 113 (v) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 *"In case the licensee/supplier replaces the meter due to technological up-gradation, the cost of the old correct meter already recovered through meter rent shall be deducted from the cost of new meter and the balanced amount may be recovered through meter rent on pro-rata basis"*.
- e. As per RST order 2024-25 para 257, meter rent for meter supplied by DISCOMs shall be collected for a period of 60 months only and in case of single-phase smart meter supplied by DISCOMs the meter rent shall be collected for a period of 96 months only but in this case the respondent has collected more than the period mentioned in the RST.
- f. In view of this, the Forum is of the view that the meter rent collected more than 60/96 months are to be withdrawn and a single phase meter is to be installed in the premises of consumer in future if the present meter goes defective.


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Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

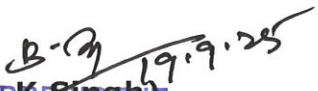
- The meter rent charged, excess the amount of Rs. 40X60= Rs. 2400 (In case of Non-smart meter) and Rs. 60X96=Rs. 5760 (In case of smart Meter) is to be withdrawn.

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

Accordingly, the case is disposed of.


Co-Opted Member
(D.R. Sanu)
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 1423


Member (Finance)
(P. Dasbhaya)
Grievance Redressal Forum
TPWODL, Bargarh-768028


President
(B.K. Singh)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.09.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the 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 order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 109 of 2025.