

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)

1	Case No.	BGH/17/2025			
2	Complainant	Name & Address:		Consumer No:	
		Omm Sai Ram Pani Panchayat		5120-0116-0410	
		C/o D. Satbabu, Ainlapali, Mahule, Bheden		Contact No.:	
		Dist-Bargarh		9178860772	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BED, Bargarh. TPWODL.		BED, TPWODL, Bargarh.			
4	Date of Application		10.02.2025		
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			
8	Date(s) of Hearing		10.02.2025		
9	Date of Order		26.03.2025		
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:		
	Omm Sai Ram Pani Panchayat, Represented by D.L.C.Sekhar		SDO(Elect.), TPWODL, Bheden		

B.K.

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Khuntlipali, of Bheden Electrical Sub-division under Bargarh Electrical Division on dt. 10-02-2025, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 5120-0116-0410 with connected load of 22.38 KW. That the Complainant has raised objection regarding charging of abnormal meter rent in energy bill and charging of erroneous energy bill in the month of Mar 2023. He requested before the Forum to direct the Opposite Party to resolve the billing Dispute.

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, one new LTCT meter was installed in his premises replacing the old W.C Meter and meter rent of Rs. 500/- is being charged in the energy bill.
2. He further submits that; abnormal energy bill was charged in the month of Mar 2023.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The Opposite Party submitted the Physical Verification Report dt. 14.02.2025, Meter Change Protocol dt. 02.03.2023 and written submission to the case.
- ii. The Opposite Party submitted that, the energy bills have been raised on actual meter reading basis recorded by the installed meter. One new LTCT meter bearing SI no. TWSL11001572 was installed in the complainant's premises on dt. 02.03.2023 by replacing the old LTCT meter bearing SI no. WES53461. Due to mis-punching of meter type, the meter rent has been levied @ Rs. 1000/- per month up to Jul 2023 which was later on rectified in the month of Aug 2023. But again in the process of updating the meter

type to comply the tariff order 24-25, for allowing rebate on TOD consumption, the wrong entry again resulted in erroneous levy of meter rent @ Rs. 150/- per month, which has been rectified in Dec 2024 after detection.



- iii. The Opposite Party submitted that, no Whole Current meter was ever installed in the complainant's premises meant for the said LI Point. For both the old and new LTCT meters, the chargeable meter rent is Rs. 500/- per month.
- iv. The Opposite Party further submitted that, as per internal guideline of the management of TPWODL, LTCT meters are being installed in case of consumers having load more than 20 KW. In case of load having CD > 20 KW, it is always advisable to install LTCT meter because load above 20KW having motive force may take Ampere beyond the rated value of the installed equipment when the Power factor is low. In order to accommodate the increased Ampere flow, it is always preferable to install an appropriate rated LTCT meter to take more Amperes.
- v. Further the energy bill for the month of Mar 2023 was raised on actual meter reading basis taking into account the FMR of the old meter. Hence there is no dispute in billing.

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:

- That the Forum construed that, the meter rents have been charged to the complainant as per the guideline. Hence, there is no scope for revision of the meter rent.
- Further, the complainant's averment regarding the abnormal energy bill charged in the month of Mar 2023, the Opposite Party clarified that, the energy bill for the month of Mar 2023 was raised on actual meter reading basis taking into account the FMR of the old meter. Hence, then Forum is of the view that, there is no abnormality in billing.

Therefore, the instant case is hereby dropped.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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

B.K. Singh
(B.K. Singh)
President
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/

43⁽²⁾

Date: *26.03.2025*

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 17 of 2025.