

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/203/2025						
2	Complainant	Name & Address:			Consumer No:			
		Namita Pradhan			5120-0111-1691			
		At-Lahanda, Atabira,			Contact No.:			
		Dist-Bargarh			9439139952			
3	Respondent	Name			Division			
Executive Engineer (Elect.), BED, Bargarh, TPWODL			BED, TPWODL, Bargarh.					
4	Date of Application	17.11.2025						
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	17.11.2025						
9	Date of Order	19.12.25						
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:					
	Namita Pradhan Represented by Kuber Barik		SDO(Elect.), TPWODL, Atabira					

ORDER



Brief Facts of the Case

During the spot hearing camp at Godbhaga section of Attabira Electrical Sub-division under Bargarh Electrical Division on 17-11-2025, the complainant appeared before the Forum whereas SDO-Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110 KVA consumer having consumer No. 5120-0111-1691 with connected load of 30.00 KW. That the Complainant has raised objection regarding the charging of meter rent despite the cost of meter paid by him. 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, meter rent @ Rs.550.00 has been charged to him despite the cost of meter paid by him resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. That, the consumer namely Mrs. Namita Pradhan, bearing consumer no. 512001111691 under General Purpose < 110 KVA category and availing power supply for a contract demand of 30.00 KW and supply release date is 13-05-2022.
- ii. That, the consumer has complied all the statutory formalities with payment of estimated amount including the meter cost, and availed power supply with due observation of all official formalities. Accordingly, bills have been raised wef: May-2022.

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PRESIDENT

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

- iii. That, as the meter cost has been deposited by the consumer meter rent had not been charged in the bill up to April-2023.
- iv. That, later on, in the process of installation of smart meter, the old meter bearing Sl no- TPUL00059 was replaced with a new smart meter bearing Sl no-TWSL11000587 on Dt- 23.05.2023.
- v. That, after installation of smart meter on Dt-23.05.2023, meter rent @500 per month had been charged from May-2023 to September-2024. But later on with due consideration of the payment made by the consumer at the time of release of new service connection the wrong levy of meter rent has been stopped wef: October-2024. However, the pending withdrawal of already charged meter rent will be processed with due approval in this month of Dec'25.

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 30.00 KW on 13-05-2022 with installation of a 3PH meter and meter rent has not been charged as the complainant had already deposited Rs.12238.16 towards the meter cost with installation charges.
- b. Later, in the process of technological upgradation, the old meter bearing Sl. No TPUL00059 was replaced with a new smart meter bearing Sl. No TWSL11000587 on Dt- 23.05.2023. After installation of smart meter, meter rent @500 per month had been charged from May'2023 to September'2024
- c. 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*".
- d. In view of this, the Forum is of the view that the meter rent charged more than the meter cost already paid by the complainant is to be withdrawn.



Directions of the forum

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

- The meter rent charged more than the cost of old meter already paid by the complainant is to be deducted from the cost of new meter and excess meter rent charged to the complainant is to be withdrawn as per Section 113 (v) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

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.


(D.R Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/


(P.Dasbhaya)
Member (Finance)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028
222 (3)


(B.K.Singh)
President
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date 19.12.2025

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 203 of 2025.