

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
 Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BED/ (Final Order)/25(4)

Date: 31.01.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/14/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Amit Ku. Agrawal At-Ganesh Marg, Main Road, Bargarh PO/Dist-Bargarh	5120-0111-0661	9437346678	
3	Respondent/s	SDO(Electrical), Bargarh-I, TPWODL	Division B.E.D, TPWODL, Bargarh		
4	Date of Application	21.12.23 (Received on 20.01.24 from Opposite party)			
5	In the matter of-	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			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	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			
8	Date(s) of Hearing	21.12.23			
9	Date of Order	31.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*B.K*  
**PRESIDENT**

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



**Place of Camp:** Office of The Sub-Divisional Officer, Bargarh-I, TPWODL, Bargarh.

**Appeared**

**For the Complainant-** Amit Kumar Agrawal

**For the Respondent -** EE (Elect), BED, Bargarh, TPWODL.

Represented by Priyabrata Joshi, Asst. Finance Manager, BED, Bargarh.

**GRF Case No- BGH/14/2023**

(1) Amit Ku. Agrawal  
At-Ganesh Marg, Main Road, Bargarh  
PO/ Dist- Bargarh,  
Consumer No.- 5120-0111-0661

**COMPLAINANT**

**VRS**

(1) EE (Elect), BED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Amit Kumar Agrawal, At-Ganesh Marg, Bargarh, objected about monthly meter rent charged even after upfront payment of meter cost of Rs. 4232/-. The complainant submitted a copy of money receipt dated 12.07.2021 towards meter cost payment made. In this context, the complainant submitted a copy of application dt. "Nil", requesting for change of meter burnt by sparking. Hence, the complainant prayed before the Forum to direct the Opposite Party to revise and withdraw the meter rent charged.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the latest Physical Verification Report (PVR) dt.19.01.2024 & could not submit the ledger copies, reply written submission in support of their views.

**OBSERVATION**

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5120-0111-0661 having CD-5KW, under LT-General purpose category, under ESO-II, Bargarh. Upon hearing of the instant case at camp site, the complainant objected about meter rent being charged presently even after payment of total meter cost of Rs.4232/-. The complainant on oral submission averred that total meter cost was paid by him on 12.07.22 & after some months due to burnt of the meter and new smart meter was installed after a lapse of six months or so. Thereafter, monthly meter rent is being charged continuously till date. On examining the ledger abstract from FG database (Licensees soft records), it was observed that old meter bearing serial No."TPU043068" was installed in the premises on 12.07.2022 & updated in billing on 23.09.2022. No meter rents were levied from July-2022 to April-2023 as the meter total cost was recovered from the complainant. Thereafter, a new LT 3-ph. AMR/AMI compliant TOD smart meter was installed by the licensee on 03.06.2023, replacing the old burnt meter bearing SL. No."TPU043068". it was revealed that meter rent started charging from May-2023 onwards @ Rs.150/- per month, scheduled to be recovered in 60 equal installments, as set in the system. However, the reason/causes of burnt of the old meter was not attributed & clarified by the Opposite





Party & remained silent on this aspect. Further, it was observed no such penal assessment is found in records due to tampering, unauthorized access to meter.

As per regulation 109(iv) of OERC Distribution (Condition of Supply) Code, 2019, the Licensee/supplier may use hand held instruments, Meter Reading Instrument (MRI) or Automatic Meter Reading (AMR) machine or any advanced mechanism for recording meter readings and detection of actual consumption of energy for generation of bills on the spot. The licensee/supplier may adopt alternative technically advanced practices for consumer's information of meter readings. In this context, it is construed that if the licensee/supplier replaces the meter due to technological up-gradation, the cost of the old meter already recovered shall be deducted from the cost of new meter and the balanced amount may be recovered through meter rent on pro-rata basis. Since monthly meter rent have been charged after installation of new smart meter (SL. No."TPU043068", being in the premises in running condition with meter status found "Ok"), the cost of this existing smart meter is to be recovered by deducting the meter cost already paid by the complainant towards old meter & simultaneous charging of remaining balance meter rent on pro rata basis in equated monthly installments.

#### **ORDER**

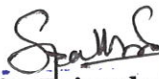
*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*


- 1. The Opposite Party is directed to reassess & revise the meter rent only raised to the consumer for the period from May-2023 to December-2023, the monthly meter rent be evaluated by deducting the meter cost already paid by the complainant towards old meter & simultaneous charging of remaining balance meter rent (so calculated from the cost of new smart meter) on pro rata basis in equated monthly installments. The Opposite Party is directed to ascertain the balance meter rent to be recovered in equal installments as directed above & make necessary arrangements to stop the monthly meter rent once it is fully charged in energy billing.*
- 2. The Opposite party is directed not to consider the bill revision for the period of penalty that falls in above period, if any, as the same information has not been submitted by either of the parties.*
- 3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant and ensure payment thereof.*
- 4. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill as per regulation- 144 of OERC 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.

  
(S. Tripathy) 31/4/2024  
MEMBER (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh) 31.01.24  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

**Copy to: -**

1. Amit Kumar Agrawal, At-Ganesh Marg, Main Road, Bargarh, PO'Dist-Bargarh. Mob 9437346678.
2. Sub-Divisional Officer (Elect.), Bargarh-I, TPWODL, Bargarh with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the 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:Bhoinagar, 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 on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".