

**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)/

19 (4)

Date: 30.01.2024

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

1	Case No.	BGH/20/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Gobinda Chandra Padhan At/Po-Kadobahal, Atabira Dist- Bargarh.	5120-0111-1638	9438640282	
3	Respondent/s	SDO(Elect), Atabira , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	22.12.23			
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	22.12.23			
9	Date of Order	30.01.2024			
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 Sub-Divisional Officer, TPWODL, Atabira.

**Appeared**

**For the Complainant-** Gobinda Ch. Padhan

**For the Respondent -** SDO (Elect), Atabira, TPWODL.

**GRF Case No- BGH/20/2023**

(1) Gobinda Chandra Padhan  
At/Po-Kadobahal,  
Dist- Bargarh.  
Consumer No.- 5120-0111-1638

**COMPLAINANT**

**VRS**

(1) SDO (Elect), Atabira, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Gobinda Ch. Padhan, At/Po-Kadobahal, PS-Atabira, Dist-Bargarh, objected about addition of meter rent in the monthly electricity bill, though Rs. 93,466/- has already been paid by him towards meter cost through online payment vide M.R no. 34000410072105050009 on dt. 10.07.2021. Hence, the Complainant prayed before the Forum to direct the Opposite Party to withdraw such meter cost & resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party could not submit any relevant document regarding this case.

**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- 5120-0111-1638, having CD-30KW, under LT-General Purpose category, under ESO, Larambha.

On scrutinizing the case in detail, it was observed that the date of initial power supply to the consumer was 04.01.2022. The consumer has paid Rs. 99,716/- towards Security deposit amount and Rs. 93,466/- towards meter cost which includes cost of CT, PT, Metering Unit, HTTV Meter, AMR and installation charges. A meter bearing serial No."WES53708" was installed in the premises of the consumer at the time of initial power supply & monthly energy bills were charged thereafter on actual meter reading basis and meter cost was not claimed from the consumer from Jan 22 to Apr 23. In the month of May 23 meter Sl. No."WES53708" was replaced by one new smart meter bearing Sl. No. TWSL11001035 on dt. 26.05.2023 . It was observed that the complainant was charged with meter cost @ Rs. 1,000/- from May 23 to Sep 23 and @ Rs. 500/- from Oct 23 to Dec 23.

Regulation 113 (V) of OERC Distribution (Condition of Supply) Code 2019 depicts the fact that 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 balance amount may be recovered through meter rent on pro-rata basis. In the instant case, the complainant was not charged monthly meter rent for initial period of sixteen months, i.e from Jan 22 to





Apr 23. Thereafter due to technological upgradation, the old LT CT Wholecurrent meter was replaced with new LT CT Smart Meter. Hence the Forum is of the opinion that the balance meter rent are to be charged in equated monthly installments, after deducting the old meter cost already recovered.

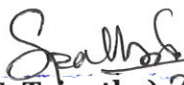
**ORDER**

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 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.
3. 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) 30/01/2024  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh) 30/01/24  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

1. Gobinda Ch. Padhan, At/PO-Kadobahal, Dist-Bargarh, Mob-9438840282.
2. Sub-Divisional Officer (Elect.), Atabira, TPWODL, Atabira 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:Bhoingar, 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.”