

**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)/ 05(4)

Date: 18.01.2024

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

1	Case No.	BGH/08/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		M/s. Maa Khambeswari Panipanchayat. At-Kamgaon, Khuntlipali, Dist-Bargarh	5120-0116-0445	9937968687	
3	Respondent/s	SDO(Electrical), Bheden , TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	18.12.23 (Received on 01.01.24 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	18.12.23			
9	Date of Order	18.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Sub-Division Office, TPWODL, Bheden.

**Appeared**

**For the Complainant-** M/s. Maa Khambeswari Pani Panchayat, Kamgaon  
Represented by Simanchal Mishra

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

**GRF Case No- BGH/08/2023**

(1) M/s. Maa Khambeswari Panipanchayat, Kamgaon  
At-Kamgaon  
Khuntlipali,  
Dist- Bargarh.  
Consumer No.- 5120-0116-0445

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bheden, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of M/S. MAA KHAMBESWARI PANI PANCHAYAT, KAMGAON, represented by Sri Simanchal Mishra, objected about the erroneous meter rent charged @Rs. 1000/- & Rs.1500/- per month from October-2023 billing onwards. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from August-2022 to June-2023, Physical Verification Report (PVR) dtd. 29.12.2023 and a written statement on this case. In reply to this case, the Opposite Party submitted that on field verification it was found that LTCT smart meter was installed bearing serial No."TWSL11001568" but meter rent has been charged on higher side. The Opposite Party submitted that existing meter bearing serial No."TWSL11001568" has been in running condition with advanced meter reading recorded as kwh-"00028506" & kvah"0030106". Hence, the Opposite party urged before the Forum to issue necessary orders to revise/withdraw the excess meter rent charged as objected by the complainant.

**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-512001160445 having CD-29.84KW, under LT-Irrigation pumping & Agriculture category, under ESO-Khuntlipali. On examining the case in detail, the Forum observed from the billing records that initial power supply was released on 06.08.2022. The complainants first bill of August-2022 was generated on actual basis considering the consumption recorded in the meter bearing serial No."TPUL00580". Provisional bills were raised thereafter from September-2022 to February-2023. A new smart meter having serial No. "TWSL11001568" was installed & updated during March-2023 billing, the date of installation being 04.03.2023 & old meter declared as defective. Actual bill was raised in



March-2023 with "9601" units, considering the current reading of kwh"9600". However, provisional bills raised from Sept-2022 to Feb-2023 were not adjusted in subsequent month. April-2023 & May-2023 bills were charged on actual basis but again, provisional bills were charged from June-2023 to November-2023 @"3155" units per month. It was observed that December-2023 bill was charged on actual basis, auto adjusting provisional billing period amounting Rs. 19308.60/-.

The Opposite party certified the fact that the existing meter bearing serial No" TWSL11001568" is a LTCT smart meter, that has been in running condition with advanced meter reading recorded as kwh-"00028506" & kvah"0030106" respectively. As per the contentions raised by the complainant regarding wrong charging of meter rent from October-2023 onwards, it was observed from the FG billing database (Licensees soft. records) that @ Rs.1000/- has been charged as meter rent from March-2023 to July-2023, Rs.1500/- charged in October-2023 & @Rs500/- charged from November-2023 to December-2023 billing. The Annexure-1 of Retail Supply Tariff, effective from 01.04.2023, confirms the fact that Three Phase LT CT Meter/ Three Phase Smart LT CT Meter (AMR/AMI compliant) is to be charged monthly meter rent @Rs.500/- per month. However, monthly meter rent from November-2023 onwards has been charged @Rs.500/- per month, thereby changing meter rent status in billing database. Hence, the Forum is of the opinion that the wrong meter rent charged from March-2023 to October-2023, against the existing LTCT smart meter, are to be revised accordingly in order to redress grievance petition raised.

### **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 revise the monthly meter rent only raised to the consumer for the period from March-2023 to October-2023 @ Rs.500/- per month, as per the applicable Retail Supply Tariff order effective from 01.04.2023.*
- 2. The Opposite party is directed not to consider the bill revision for the above mentioned period already revised earlier/for the period of penalty that falls in above period/or, in both cases, if any, as may be applicable, as the same information has not been submitted by either of the parties.*
- 3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon, if any, as applicable, as not submitted any information for the same by either of the parties.*
- 4. 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.*




5. 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) 18/11/2024  
Member  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

  
(B.K. Singh) 18/11/24  
(President)  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

**Copy to: -**

1. M/s. Maa Khambeswari Pani Panchayat, C/o Sri Simanchal Mishra, At-Kamgaon, Bheden, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Bheden, TPWODL, Bheden 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".