

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 295 (4)

Date: 04/07/2025

Present:

**Sri A.K. Satapathy, President
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/271/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sibu Charan Naskar At-Lamtibahal, Near Durga Mandap Dist-Jharsuguda	4171-2708-0185	9090443027	
3	Respondent/s	SDO,(Elect), Brjarajnagar		Division B.N.E.D, TPWODL, Brjarajnagar	
4	Date of Application	23.06.2025			
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	✓
		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	23.06.2025			
9	Date of Order	04/07/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: SDO Office, Brajarajnagar

Appeared

For the Complainant- Sibu Charan Naskar



For the Respondent – SDO(Electrical), Belpahar, TPWODL.

GRF Case No- BRL/271/2025

Sibu Charan Naskar

At-Lamtibahal, Near Durga Mandap

Dist-Jharsuguda

Consumer No-4171-2708-0185

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Sibu Charan Naskar appeared in the hearing on Dt. 23.06.2025 at the camp held at SDO Office, Brajarajnagar. The Complainant filed the petition disputed about meter rent & MMFC (Minimum Monthly Fixed Charge) had been collected unreasonably over the last few years in a row, despite the meter rent was already cleared, even before the new meter was installed. Hence, the Complainant prayed before the Forum to consider his grievances sympathetically and direct the Opposite Party to resolve the disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party submitted the billing abstract from Feb-2001 to May-2025, a Physical Verification Report carried out on Dt.25.06.2025, a meter replacement report of Dt.05.09.2023 & a written statement in this case. In reply to the case, the opposite party submitted the following facts.

1. Sibu Charan Naskar is a Domestic consumer of TPWODL bearing con No 4171-2708-0185.
2. The date of power supply to the consumer is 1st Jan, 1990.
3. As per consumer complaint, the Meter rent & MMFC was claimed unreasonably. But on verification, it is found that the MMFC claimed was correct and as about meter rent, meter rent was claimed upto Aug-2021 and on completion of 60 months the meter rent was stopped. But on Sep-2023, a new meter was installed due to defective status of meter and meter defective was due to "RTC of Meter" failed. So, the meter was replaced on 5th September, 2023. Therefore, meter rent may be withdrawn from the bill.

OBSERVATION

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4171-2708-0185, having CD-3KW under LT-Domestic category, coming under ESO-Lamtibahal & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,



1. That, the MMFC charged for the last two years as below: -
 - I. From May-2023 to Oct-2023 @ Rs.60/- per month.
 - II. From Nov-2023 to March-2024 @ Rs.20/- per month.
 - III. From April-2024 to Sept-2024 @ Rs.60/- per month.
 - IV. From Oct-2024 to April-2025 @ Rs.20/- per month.
2. That, the Meter Rent charged as below: -
 - I. From Dec-2015 to Aug-2021 @ Rs.40/- per month.
 - II. From Sept-2021 to July-2023 @ Rs. '0'/- per month.
 - III. From Aug-2023 to April-2025 @ Rs.40/- per month.

The Opposite Party was directed to submit the written statement & Physical Verification Report in this case regarding;

- I. The fixed charges charged from time to time giving proper justification of the same & also comments as to what should be done hence forth, and whether proper procedure has been followed or not?
 - II. The meter rent being charged at present and whether Regulation 108,113, 114 & 115 has been followed or not? & the cause of such defect of the old meter No" WCG05759", whether the reason of defect in old meter was attributable to the consumer or it was due to the fault attributed to the Opposite Party.
3. The Opposite Party submitted the following documents which was received by the Forum on 02.07.2025.
- I. Written statement of SDO, Brajaraj Nagar vide L No 107 Dt. 30.06.2025.
 - II. One No of meter replacement protocol Dt. 05.09.2023 where the old meter sl no "WCG05759" and new meter sl no is 30075654.
 - III. One Physical Verification Report sl no 171936 dt. 25.06.2025 signed by ESO, Lamtibahal Emp No 523902.
- I. In the written statement, the SDO, Brajaraj Nagar submitted that on verification to the case, it was found that the MMFC claimed was correct and as about meter rent, meter rent was claimed upto Aug-2021 and on completion of 60 months the meter rent was stopped. But on Sep-2023 a new meter was installed due to defective status of meter and meter defective due to RTC of meter failed. So, the meter was replaced on 5th September, 2023. Therefore, meter rent may be withdrawn from the bill.


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4. After carefully examining the written statement of the complainant, his arguments at the time of hearing, the details of the consumer's billing from FG and Samadhan App & also from the written statement & Physical Verification Report of the Opposite Party, the Forum observes that,

- I. The MMFC charged on the bill of the consumer at different times as well as at present is in accordance with regulations in force and hence there has been no merit in the complaint of complainant regarding the MMFC.
- II. As stated by the Opposite Party in the written statement vide Letter No 107 Dt. 30.06.2025, the meter rent has been levied already for 60 months and hence it was stopped in Aug-2021. After replacement of defective meter on 05.09.2023, further meter rent was levied which is incorrect as the old meter SL. No. "WCG05759" became defective on technical ground as the RTC of the meter failed, that was duly certified by the Opposite Party. As per clause 113 of OERC Distribution (Condition of Supply), Code, 2019, the consumer is not liable to pay further rents, as the cause of such defect of old meter was not attributed to the complainant consumer & the monthly meter rents have been already recovered/charged in full against the old meter.

ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019


1. *As the Opposite Party has already collected meter rent for 60 months for the old meter No" WCG05759" and had stopped collecting the same from Sept-2021 to July-2023, it should be stop collecting further meter rent for the replaced meter SL. No. "300075654" till this meter will be in service as the consumer cannot be made responsible for the old meter being defective.*
2. *The Opposite Party is directed to revise the bill of the complainant by giving credit with regard to "meter rent" only already levied from Aug-2023 onwards till the meter no "300075654" will be in service.*
3. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*

4. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.



Accordingly, the case is disposed of.

The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.


S. Tripathy

Member (Finance)
Member



A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sibub Charan Naskar, At-Lamtibahal, Near Durga Mandap, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/271/2025)