



**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 B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)

Ref: GRF/Burla/Div/JED/ (Final Order)/ 23545

Date: 17/06/2025

Present:

**Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri S.Tripathy Member(Finance)**

1	Case No.	BRL/196/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Satyanarayan Dash At/Po-Kolabira, Block-Kolabira Dist-Jharsuguda-768213		4135-2404-0007	
3	Respondent/s	SDO (Elect), Jharsuguda-II			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	21.04.2025			
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	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	21.04.2025			
9	Date of Order	17/06/2025			
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: ESO Office, Raghunathpali

Appeared

For the Complainant- Satyanarayan Dash

For the Respondent - SDO(Electrical), JSG-II, TPWODL.



GRF Case No- BRL/196/2025

Satyanarayan Dash

At/Po-Kolabira,

Block-Kolabira

Dist-Jharsuguda

Consumer No-4135-2404-0007

VRS

SDO(Electrical), JSG-II, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Satyanarayan Dash appeared in the hearing on Dt. 21.04.2025 at the camp held at ESO Office, Raghunathpali. The Complainant filed the petition disputed about the additional meter rents charged against meter No "WCG06676, that was installed on 28.11.2015. In this context, the complainant submitted that the cost of the meter was stated to be Rs.1650/- but, monthly meter rent @ Rs. 40/- is still being charged which is way beyond the cost of the above meter. Hence, the Complainant prayed before the Forum to direct the Opposite Party to stop further charging of meter rent and resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan-2021 to March-2025 & a Physical Verification Report carried out on Dt.21.04.2025 in this case.

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 4135-2404-0007, having CD-3.30KW under LT-Domestic category, coming under ESO-Ragnunathpali & 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, on examining the case in detail, the Forum observed from the records that the meter No "WCG06676" was installed and updated in billing during January/February-2016. The Opposite Party certified that the same meter was actually installed on 21.11.2015. But, another meter No "WHL058665" was wrongly updated in billing database on 15.11.2021. However, the Opposite Party confirmed to the fact that the same meter bearing serial No" WCG06676" has been found in running condition with meter status found "OK" and advanced meter reading recorded as KWH"24162", as per Physical Verification report dtd.21.04.2025.


President

Grievance Redressal Forum

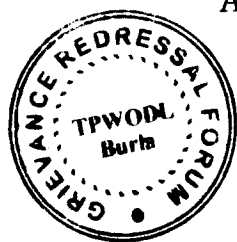
2. The Licensees soft records (Samadhan App) revealed that no meter rents were levied previously from Jan/February-2016(from the period of installation of meter No ("WCG06676") to October-2021. It was only from November-2021 to March-2025, wherein monthly meter rents @ Rs.40/- p.m. were charged.
3. It was also revealed that another meter No. "TWSP51258091" was installed in the premises on 30.04.2025 and monthly meter rents @ Rs.60/- p.m. were levied.
4. On enquiry to the ownership of meter No" WCG06676", the complainant could not produce any documentary evidence regarding upfront purchase of the same but agreed to the fact that the meter cost is to be recovered on monthly meter rent basis, upto the cost of the same meter. The Opposite Party could not submit the written reply in support of their views to the case.
5. That, from the aforementioned facts it was pointed out that monthly meter rents to the tune of Rs.1640/- has been charged/recovered in total during the period from November-2021 to March-2025 i.e. in 41 months. However, as per regulations in force, the meter rents are to be charged/recovered in sixty equated monthly instalments.

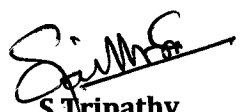
The Forum on verifying the records, reports available on record, construed that the Opposite Party is required to verify the records regarding meter rents charged/recovered in particular pertaining to meter SL. No. "WCG06676", as per RST Order issued from time to time.


As per Regulation 113(V) of OERC Distribution (Condition of Supply), Code, 2019, that, in case the licensee/supplier replaces the meter due to technological up-gradation, the cost of the old correct meter(Meter No" WCG06676") already recovered through meter rent shall be deducted from the cost of new meter(Meter No" TWSP51258091") and the balanced amount may be recovered through meter rent on pro-rata basis. In the instant case, the meter status of the above meter was in running condition as per ledger abstract revealed. As of now, there has been no anomaly found in billing with relation to meter rents levied.

The instant case is hereby dismissed devoid of any merit.

Accordingly, the case is disposed of.




S. Tripathy
 Member (Finance)
 Member
 Grievance Redressal Forum
 TPWODL, Burla - 768017

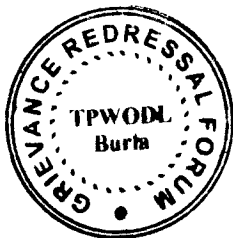

A.K. Satapathy
 (President)
 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017


Copy to: -

1. Satyanarayan Dash, At/Po-Kolabira, Block-Kolabira, Dist-Jharsuguda.
2. Sub-Divisional Officer (Elect.), JSG-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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/196/2025)




President
Grievance Redressal Forum
TPWODL, Burla - 768017