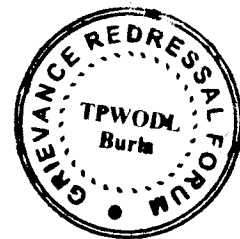


**Grievance Redressal Forum**  
**TPWODL, BURLA**  
 Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
 Burla, Sambalpur, Pin- 768017  
 Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601  
**Bench: A.K.Satapathy, President and S.Tripathy, Member (Finance)**



Ref: GRF/Burla/Div/SED/ (Final Order)/ 22(4)

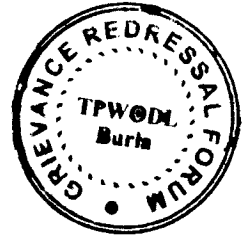
Date: 17/06/2025

**Present:**

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

<b>1</b>	<b>Case No.</b>	<b>BRL/201/2025</b>			
<b>2</b>	<b>Complainant/s</b>	<b>Name &amp; Address</b>	<b>Consumer No</b>	<b>Contact No.</b>	
		<b>Ms Madhur Bhasini Chaini C/o-Kishore Kumar Chaini At-609,B-Block,Citypride,Farm Road, Po-Modipara, Dist-Sambalpur-768002</b>	<b>4110-0113-1726</b>	<b>9437058888</b>	
<b>3</b>	<b>Respondent/s</b>	<b>EE(Elect), SED,TPWODL,Sambalpur</b>	<b>Division S.E.D, TPWODL, Sambalpur</b>		
<b>4</b>	<b>Date of Application</b>	<b>29.04.2025</b>			
<b>5</b>	<b>In the matter of-</b>	<b>1. Agreement/Termination</b>	<b>X</b>	<b>2. Billing Disputes</b>	<b>✓</b>
		<b>3. Classification/Reclassification of Consumers</b>	<b>X</b>	<b>4. Contract Demand / Connected Load</b>	<b>X</b>
		<b>5. Disconnection / Reconnection of Supply</b>	<b>X</b>	<b>6. Installation of Equipment &amp; apparatus of Consumer</b>	<b>X</b>
		<b>7. Interruptions</b>	<b>X</b>	<b>8. Metering</b>	<b>X</b>
		<b>9. New Connection</b>	<b>X</b>	<b>10. Quality of Supply &amp; GSOP</b>	<b>X</b>
		<b>11. Security Deposit / Interest</b>	<b>X</b>	<b>12. Shifting of Service Connection &amp; equipments</b>	<b>X</b>
		<b>13. Transfer of Consumer Ownership</b>	<b>X</b>	<b>14. Voltage Fluctuations</b>	<b>X</b>
		<b>15. Others (Specify) -X</b>			
<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>				
<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	<b>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</b>			
		<b>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</b>			
		<b>3. OERC Conduct of Business) Regulations,2004</b>			
		<b>4. Odisha Grid Code (OGC) Regulation,2006</b>			
		<b>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</b>			
		<b>6. Others</b>			
<b>8</b>	<b>Date(s) of Hearing</b>	<b>08.05.2025</b>			
<b>9</b>	<b>Date of Order</b>	<b>17/06/2025</b>			
<b>10</b>	<b>Order in favour of</b>	<b>Complainant</b>	<b>Respondent</b>	<b>Others ✓</b>	
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	<b>NIL</b>			

**Place of Camp:** GRF Office, TPWODL, Burla



**Appeared**

**For the Complainant-** Ms Madhu Bhasini Chaini

Represented by Kishore Kumar Chaini

**For the Respondent -** EE(Electrical), SED, TPWODL, Sambalpur.

**GRF Case No- BRL/201/2025**

Ms Madhu Bhasini Chaini  
C/o- Kishore Kumar Chaini  
At-609, B-Block, Citypride, Farm Road,  
Po-Modipara,  
Dist-Sambalpur-768002  
Consumer No-4110-0113-1726

**VRS**

EE(Electrical), SED, TPWODL, Sambalpur.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Ms Madhu Bhasini Chaini, C/o-Kishore Kumar Chaini appeared in the hearing on Dt. 08.05.2025 at GRF Office, TPWODL, Burla & filed the petition wherein he has raised objection about excess meter rent charged. In this context, the complainant submitted that meter rent of @ Rs.150/- should be stopped from April-2025 billing onwards and requested for refund/adjustment of excess meter rent so charged/paid by her from February-2024 to March-2025, in subsequent bills (excess meter rents paid by him beyond sixty months recovery period from the date of installation of meter on 06.02.2019).

Hence, the Complainant prayed before the Forum to direct the Opposite Party to revise the above bills and resolve the billing disputes accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except a copy of circular issued on 24.08.2024 regarding cost of smart meter and LTCT Box for net metering consumers in this case. The case being admitted, notice was served to the parties to appear before the Forum on 08.05.2025, wherein the complainants representative Sri Kishore Kumar Chaini appeared before the Forum and Sri Prasanta Kumar Sahoo, DFM(Commerce), SEED., Sambalpur & Sri Sanjeeb Kumar Mishra JFM(Comm.), SEED., Sambalpur, represented the case on behalf of the Opposite Party.

**OBSERVATION**

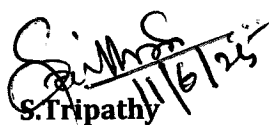
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4110-0113-1726, having CD-5KW under LT-Domestic category & initial power supply effected on 06.02.2019. On 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 a new meter SL. No" WVT02020" was installed in the premises on 05-Feb-2019.
2. That, another new meter SL. NO." TPU016960" was installed on 08-Mar-2022 and then again, another meter SL. No." 10017144" was installed on 19-Jan-2023. That, monthly meter rents @Rs.150/- was raised upto April-2025 and Rs.11215/- was charged in total against the monthly meter rent from March-2019 to April-2025.

3. On going through the cost of the Smart meter, it was learnt to have understood that the cost of the 3-PH WC Smart meter was fixed at Rs.9952/-. On detail deliberation to the case, the Opposite Party was asked to substantiate the reason as to why the extra cost of Rs.1263/-(i.e. 11215/- already charged – Rs.9952, as cost of the meter) was levied to the consumer account. In reply to the case, the Opposite Party accepted that fact that the extra amount of Rs.1263.00/- would be credited back to the consumer a/c. The Forum vouched for immediate implementation of above facts into billing and stop charging further meter rents in the forthcoming bills to generate.
4. Subsequently, the Opposite Party had acted upon the grievances & confirmed the fact that Rs.1263.00/- has been already given credit effect in consumer ledger. The Forum confirmed the above withdrawal amount so levied against meter rent, effected in consumer billing database on 08-05-2025. Further, the Opposite Party has taken initiative to stop charging the monthly meter rent and no meter rent was levied during May-2025 billing accordingly.

*Since, the grievances of the complainant is resolved in an efficacious manner, there is nothing left to be addressed and hence, the case is hereby dismissed.*

*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. Ms Madhur Bhasini Chaini, C/o- Kishore Kumar Chaini, At-609, B-Block, Citypride, Farm Road, Po-Modipara, Dist-Sambalpur-768002.
2. Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
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:Bhounagar, 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/201/2025)

