

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Girish Chandra Mohapatra (Co-opted Member)

Corum:

Sri Achyutananda Meher ... President
Sri Chitta Ranjan Dash ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 97 /2025				
2	Complainant	Name & Address:		Consumer No:		
		D. K. Sinha		8112-2124-0014		
		At/PO- Orampada, Uditnagar,		Contact No.:		
		Near Indo English School, Rourkela, Dist- Sundargarh.		9348035288		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rourkela.		RED, TPWODL, Rourkela.		
4	Date of Application		17.02.2025			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes		√
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions		8. Metering		
		9. New Connection		10. Quality of Supply & GSOP		
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations		
		15. Others (Specify) -				
6	Section(s) of Electricity Act, 2003 involved		42(5)			
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			155/157	
8	Date(s) of Hearing		25.02.2025/19.03.2025			
9	Date of Order		23.06.2025			
10	Order in favour of	Complainant	√	Respondent	Others	
11	Details of Compensation awarded, if any.			Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:			
	D. K. Sinha		Er. Anamika Bohidar, SDO			

ORDER

Brief Facts of the Case

During the hearing at GRF Office of Rourkela on dt.29.04.2025, the complainant appeared before the Forum whereas SDO-IV, RED, Rajgangpur appeared as Respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Domestic consumer having connected load of 1 KW. That the Complainant has raised objection for average billing from May'2012 to May'2018. He requested revision of bills and mentions about verbal complaints being made to the Respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

Submission of the Complainant:

1. I have had raised multiple complaints verbally in 2020 and 2021 during the Corona period for the issue of inflated bills when TPWODL issued the bills for 3-4 months at once which went unnoticed as no action was taken due to COVID.
2. After that I again raised the issue of inflated bills through email on 21st July'24 for which I was first told that the reading is correct and similar charges bills were issued the previous year, so it looks like the meter is good. After letting him know that meter has been faulty for some years. I was advised to pay the testing fees at section office and get the testing done.
3. I went with the same intention on 24th July'24 but I was said the meter cannot be tested as No meter Id has been provided. This issue lasted till 30th August'24 and the testing was finally done on 31st August'24. The meter was replaced only after complaining verbally again on 11th September'24, meter was changed on 17th September'24.
4. From 17th September'24 to 20th September'24 I was taking reading for my reference approximately; after noticing unusual and the same charges being billed the same way old meter was charging whether I used less and then to switch everything on, still got the same charge. I again raised complaint on 20th September'24 to SDO office in written and a Xerox copy was also provided of the same to the section officer.

5. On 3rd October'24 I was told if I want, I can raise the complaint by calling or emailing to the customer care as the Smart meter is new so no meter fees will be charged and the complaint can be done through emailing and I emailed for the meter testing.
6. The Meter Testing was again done on 25th October'24 and the Smart Meter was found faulty with meter accuracy of 51.26%. I was told it will be replaced in 1 month. Meanwhile I had also raised for the wrong bill generated as Rs. 590 was not credited after the OLD Meter was found to be faulty as said by TPWODL representative which was to be adjusted in the next month bill but the money was credited and again added to the arrear as the new Smart Meter was also faulty and I did / will not pay for the faulty meter and I did not pay.
7. No action was taken for 5 months. I again raised the complain on 10th February'25 with SDO office. The NEW SMART METER was checked again for the second time for the satisfaction of TPWODL on 11th February'25 with meter accuracy of 42.17% and on the same day as told to me that they were asked to replace the meter on urgent case which I refused as I don't want a Smart meter again and I said that I will be raising my complaint with the Grievance Redressal Forum.
8. On dt.15.02.2025, MMD department had called me to their office in Panposh and had conversation with me that they will use some new meter testing equipment used in industrial which tests load where load provided is low and also one member of MMD department admitted that my old meter was not faulty but they increased 2 to 3 points to claim it as faulty so the consumer can get the bills revised but I as a consumer never asked this to be done. I had raised complaint if found faulty then revise the bill but here another malpractice was done by TPWODL employee. Till date I have not received the meter testing report of my old meter which was never found to be faulty but claimed faulty by the TPWODL employee as admitted verbally by MMD department at their office, even if I am provided the meter report now, evidence could have been tampered as already 5 months has passed since the meter change and meter was taken back by TPWODL.
9. Roshan Patil brought a heater on 15.02.2025 to my premise and then increased the load as the previous meter tests had less load as claimed by him but the second report shows 6.66A which is permissible limit as per the meter and he tested again and found it is not faulty. I want to remind the MMD and GRF that on dt.25/10/2024, 1 test had 1.5A and on dt.11/01/2025 the Smart meter was tested on 6.66A load compared to which the Smart Meter runs on 5A to 30A. This is nothing but damage control from the MMD. It can't be for the convenience of

MMD department or TPWODL that for twice they test the meter faulty and then they come the third time with their own heater and say we will test this way. This is not a way testing is done normally and then blame the consumer.

10. It is for all the convenience of TPWODL that when the load is less the meter is faulty and then Roshan Patil comes with external heater and increases the load externally which has no relation to my household appliances and usage to me and declare the meter is ok, this is lack of transparency and illegal. All the videos and photos will be provided to the GRF if required related to all the problem faced by me relating to the Smart meter.
11. "TATA POWER APP" is an another scam done by TPWODL, Roshan Patil from the MMD department does not even know that every 15 minutes usage data collected by Smart Meter is provided to the consumer which is not updated regularly and sometimes takes 4 hours to 8 hours of delay in the real time monitoring from TPWODL side as claimed by TPWODL that real time monitoring is done which also lacks transparency what TPWODL does remotely nobody knows and blames the consumers by saying "why we will provide you 15 minutes data, are you a server. When a representative from MMD department says this, it shows his lack of knowledge about Smart Meters. When the prove is shown using the app the said person stays quite. I also have the video proof of the app showing every little details other than my daily usage in the app recorded by SMART Meter which shows how much TPWODL, MMD and their So called Smart Meter is transparent. TATA Power lacks credibility revolving Smart Meter and its MMD staffs lack of knowledge proves this.
12. When I had requested that I am content with my postpaid connection and the digital meter, I want it to be replaced with a digital meter only still was told it was *technically not possible that it is giving the same reading whether I use less appliances or give the full load" that The Smart Meter is not faulty as TPWODL receives the Smart Meter information every 15 minutes remotely and it is monitored, then what has the TPWODL been doing for past 5 months. How come they didn't notice the wrong usage, wrong bill generation and faulty reading provided by the Smart Meter, either my old non-Smart meter was not faulty whose meter testing report I have not received till date or this provided Smart meter is faulty.
13. I will clear my dues after my faulty meter is replaced with a digital meter only and the usual 6 months average billing taken after replacing the meter and my bill be corrected as I don't see any benefit for me as a consumer of the Smart meter rather all benefit is for Discoms like cutting the power supply when the bill is due or Propose and If accepted bill as TOD billing, my privacy is also at risk as

my connection will be monitored when I'm home, when I'm not, when I use and when I don't use an appliance as seen in the US.

14.As per Electricity Act 2003 which gives the consumer right to opt for post paid or prepaid connection. I also want to draw your attention to a 2019 notification from the Central Electricity Authority by exercising its power under the Electricity Act 2003, and the provision of smart meter. I am satisfied with the postpaid meter and I do not have any desirous to have the prepaid smart meter. This was made in 2019 and the regulations are not in conformity with the 2003 Act, which requires that such regulations are to be placed on the floor of Parliament before applying them. No bill or regulation was placed in the Parliament in this regard since 2019. Without getting a nod from Parliament, putting the provisions into effect is not legal.

15.I humbly and kindly request GRF to take appropriate action against MMD for declaring my working meter as faulty so that they can replace it with a Smart meter and please provide me a working Non Smart Meter as my OLD meter was not faulty. My non-faulty old Meter was replaced illegally by telling a lie and grant me relief as I have been running behind TPWODL for last 8 months.

Reply Submission of the Respondent:

- The Respondent produced the Billing abstract from Jun'2017 to Jan'2025.
- The Respondent also agreed to all complaints and mentioned that already bill revision had been done.
- The absurd and illogical suggestions given by the complainant may be addressed by the Hon'ble Forum during hearing.
- However, the Respondent requested the Forum to take appropriate decisions as necessary.

Findings of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

Certain regulations of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 are quoted here for both parties regarding installing smart meter.

"97.

(3) The licensee/supplier shall gradually move on to prepaid/smart/pre-paid smart meters as and when available preferably within three years.

(4) In case smart meter is installed, the meter shall conform to the technical requirements as specified in IS:16444 and amendments thereof along with Central Electricity Authority guidelines as specified from time to time.

... .."

"98.

(b) Smart Meter:

The licensee/supplier shall endeavour to supply electricity to the consumer/end user through smart meter in a manner as notified by the Commission from time to time.

... .."

"100. Reviewing Status of Meter:

The licensee/supplier shall make out a plan for introduction and adoption of new technologies (such as Pre-paid Meters, Smart Meters, time of the day meters, automatic remote meter reading system through appropriate communication system) becoming available with the approval of the Commission or as per the directions of the Commission."

- Revision had been made in respect of GRF case no.554/2024.
- Therefore, it is decided by the Forum to reject the case.


Directions of the forum

In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

The case is dropped off.

The matter is closed herewith.


Co-opted Member


Member (Finance)


President

No. GRF/RKL/ 511⁽⁴⁾

Date: 26/06/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.