



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 200<sup>(5)</sup> Dated, the 29.12.2023

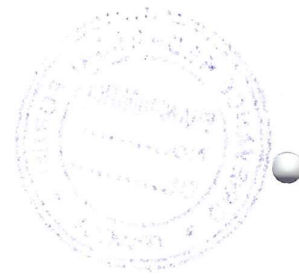
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 178 /2023		
2	Complainant/s	Name & Address Sri Bijendra Khiti, Repr. By Surendra Khiti, At-Junagarh, Po-Junagarh, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4110-0654	Contact No. 8984850711
3	Respondent/s	Name Sri Manoj Pattnaik, SDO Elect. Junagarh, TPWODL	Division Kalahandi West Electrical Division, TPWODL	
4	Date of Application			
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 & equipment's	
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	
		15. Others (Specify) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	21.11.2023		
9	Date of Order	29.12.2023		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Junagarh

**Appeared:**

**For the Complainant** – Sri Bijendra Khiti, Repr. By Surendra Khiti, At-Junagarh, Po-Junagarh, P.S-Junagarh, Dist.-Kalahandi.

**For the Respondent** – Sri Manoj Pattnaik, SDO Elect. Junagarh. TPWODL

**Complaint Case No. 178/ 2023**

Sri Bijendra Khiti, Repr. By Surendra Khiti,  
At-Junagarh,  
Po-Junagarh,  
P.S-Junagarh,  
Dist.-Kalahandi  
Con. No. 9042-4110-0654

**COMPLAINANT**

**-Versus-**

Sri Manoj Pattnaik,  
SDO Elect. Junagarh.  
TPWODL

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant Sri Bijeadra Khiti (Represented by Surendra Khiti) appeared before the Forum during the camp court held at Junagarh on dt. 21/11/2023, aggrieved by sudden raised in bill amount by Rs 26662.23 in the month of July-2023.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding the sudden rise in bill amount in the month of 07/2023. He requested to revise the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (SDO Junagarh) has submitted the following documents:

- a) A written Statement, stated that:
  - Consumer has bill dispute regarding old meter final reading of 10884 kwh.
- b) PVR Dtd. 08/12/2023 was submitted mentioning meter number as TWSP51018782 and CMR as "558".

**OBSERVATIONS OF THE FORUM**

From the database and statement as submitted by SDO(Elect.) Junagarh, the Forum observed that an amount of Rs26662.23 was debited into consumer account in the month of July-2023 against 10884 units, which was found as suppress reading, while



changing the old meter with a new smart meter in the month of August-2023. The old meter was installed in the consumer premises since date of supply. The consumer was also aggrieved for such high billing in a single month, which was served to him.

**ORDER**  
**29.12.2023**

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

To recast and spread over the amount, debited in the month July-2023, from date of supply to May-2023 and to be charged from January-2021 onwards on prorated basis withdrawing the rest amount.

Case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

**Compliance Month- January-24.**

  
29.12.23

**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
**MEMBER**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

  
29.12.23

**R.K. NAIK**  
**PRESIDENT**  
**PRESIDENT**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Bijendra Khiti, At/Po: Junagarh, Dist.- Kalahandi.
2. SDO(Elect.) Junagarh, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”