



## 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/ 10<sup>(c)</sup> Dated, the 01.01.2024

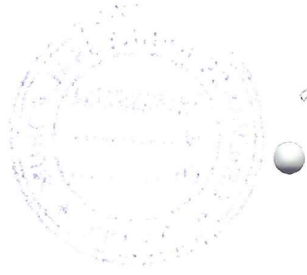
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 179 /2023		
2	Complainant/s	Name & Address Sri Tankadhar Durga, Repr. By Rukman Durga, At-Chorkhasiguda, Po-Padampur, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4207-0228	Contact No. 9348773480
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	01.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Tankadhar Durga, Repr. By Rukman Durga, At-Chorkhasiguda, Po-Padampur, P.S-Junagarh, Dist.-Kalahandi.

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

**Complaint Case No. 179/ 2023**

Sri Tankadhar Durga, Repr. By Rukman Durga,  
At-Chorkhasiguda,  
Po-Padampur,  
P.S-Junagarh,  
Dist.-Kalahandi  
Con. No. 9042-4207-0228

**COMPLAINANT**

**-Versus-**

Sri Manoj Pattnaik,  
SDO Elect. Junagarh.  
TPWODL

**OPPOSITE PARTY**

**GIST OF THE COMPLANT:**

The Complainant Sri Tankadhar Durga (Represented by Rukman Durga) appeared before the Forum during the camp court held at Junagarh on dt. 21/11/2023, aggrieved by abnormal reading recorded by meter from 06/2022 to 09/2022.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding abnormal reading recorded by meter from 06/2022 to 09/2022 in comparison to the present consumption pattern.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

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

- a) A written Statement, stated that:
  - Consumer has disputed regarding bill between months 07/2022 to 09/2022.
- b) PVR Dtd. 11/12/2023 was submitted mentioning meter number as TPWODL1113421 and CMR as "469".

**OBSERVATIONS OF THE FORUM**

From the database and statement as submitted by SDO(Elect.) Junagarh, the Forum observed that the consumer was billed with abnormally high units from 06/2022 to 09/2022. A new meter was installed on 12/10/2022 and the consumption recorded by meter since then is up to the satisfaction of the consumer.

ORDER  
01.01.2024



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 revise the bill from 06/2022 to 09/2022 basing upon six-month average consumption of the new meter taking IMR as "68" on March-2023 and FMR as "399" on August-2023.

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.**

 01.01.24

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

**MEMBER**

**Grievance Redressal Forum  
TPWODL, Bhawanipatna**

  
R.K. NAIK  
PRESIDENT

**Grievance Redressal Forum  
TPWODL, Bhawanipatna**

Copy to: -

1. Sri Tankadhar Durga (Represented by Rukman Durga), At: Chorkhasiguda, Po: Padampur 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."**