

## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

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

Memo No. GRF/BPT/Order/ 199<sup>(S)</sup> Dated, the 29.12.2023

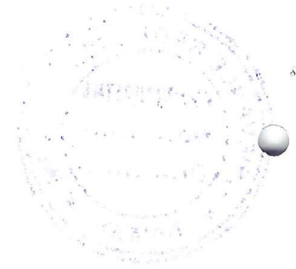
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 176 /2023		
2	Complainant/s	Name & Address Sri Gedla Sabar, Repr. By Gouranga Sabar, At-Golamunda, Po-Dedar, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4213-0377	Contact No. 6371774604
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 <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 Gedla Sabar, Repr. By Gouranga Sabar, At-Golamunda, Po-Dedar, P.S-Junagarh, Dist.-Kalahandi.

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

**Complaint Case No. 176/ 2023**

Sri Gedla Sabar, Repr. By Gouranga Sabar,  
At-Golamunda,  
Po-Dedar,  
P.S-Junagarh,  
Dist.-Kalahandi -  
Con. No. 9042-4213-0377

**COMPLAINANT**

**-Versus-**

Sri Manoj Pattnaik,  
SDO Elect. Junagarh.  
TPWODL -

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant Sri Gedela Sabar (Represented by Gouranga Sabar) appeared before the Forum during the camp court held at Junagarh on dt. 21/11/2023, aggrieved by abnormal billing done due to defective meter from 06/2023 onwards.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding abnormal billing done due to defective meter from 06/2023 onwards. He requested to revise the bill by installing a new meter.

**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 at a time reading of 911 units in the month of 06/23.
- b) PVR Dtd. 11/12/2023 was submitted mentioning meter number 1664331 found to be defective.



## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Junagarh, the Forum observed that abnormal billing raised due to defective meter from 06/2023 onwards to consumer. Defective bill period to be revised by installing a new meter.

**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:


1. To replace the defective meter with a new meter.
2. To revise the abnormal and defective bill from 06/2023 to 12/2023 basing upon six-month average consumption of the new meter.

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- July-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 Gedela Sabar (Represented by Gouranga Sabar) At: Golamunda, Po: Dedar, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**