



## 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/ 11<sup>(5)</sup>

Dated, the 01.01.2024

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

1	Case No.	Complaint Case No. 177 /2023		
2	Complainant/s	Name & Address Sri Abhaya Prasad Meher, At-Chichiguda, Po-Chichiguda, P.S-Junagarh, Dist.- Kalahandi.	Consumer No 9042-4303-0685	Contact No. 8917534378
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) 155 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause 3. OERC Conduct of Business) Regulations,2004; Clause 4. Odisha Grid Code (OGC) Regulation,2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others		
8	Date(s) of Hearing	21.11.2023		
9	Date of Order	01.01.2024		
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

Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Junagarh

**Appeared:**

**For the Complainant** – Sri Abhaya Prasad Meher, At-Chichiguda, Po-Chichiguda, P.S-Junagarh, Dist.-Kalahandi.

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

**Complaint Case No. 177/ 2023**

Sri Abhaya Prasad Meher,  
At-Chichiguda,  
Po-Chichiguda,  
P.S-Junagarh,  
Dist.-Kalahandi  
Con. No. 9042-4303-0685

**COMPLAINANT**

**-Versus-**

Sri Manoj Pattnaik,  
SDO Elect. Junagarh.  
TPWODL

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant Sri Abhaya Prasad Meher appeared before the Forum during the camp court held at Junagarh on dt. 21/11/2023, aggrieved by provisional/average billing done for the domestic connection owned by him from 09/2022 to 08/2023 due to meter defect.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding provisional/average billing done against the domestic connection owned by him from 09/2022 to 08/2023. He requested to revise the load factor bill as per the consumption pattern of the presently installed meter.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

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

- a) A written Statement, stated that:
  - The consumer has bill dispute regarding bill between months 09/22 to 08/23.
- b) PVR Dtd. 08/12/2023 was submitted mentioning meter number as TWSP51062175 and CMR as "288".



## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Junagarh, the Forum observed that provisional/average bills have been raised abnormally for the period 09/22 to 08/23 due to defective meter. The defective meter was replaced with a new meter on date 09/10/2023. The consumer was also aggrieved for provisional/average bills, which were served to him. So, bills for the defective meter period need to be revised.

**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 average/provisional bills from September-2022 to August-2023, on six months average consumption of the present meter installed on 09/10/2023.

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- April-24.**

  
01.01.24

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

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

  
01/01/24

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

**PRESIDENT**

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

Copy to: -

1. Sri Abhaya Prasad Meher, At/Po: Chichiguda, 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.”**