



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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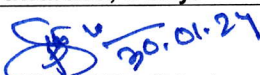
### BENCH:

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

Memo No. GRF/BPT/Order/ \_\_\_\_\_ Dated, the \_\_\_\_\_

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

1	Case No.	Complaint Case No. 175 /2023			
2	Complainant/s	Name & Address Smt. Chandra Hara Pandey Repr. By Narayan Pandey, At- Matignon, P.O- Matignon, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9040-4202-0553	Contact No. 9861069077	
3	Respondent/s	Name Sri Manoj Kumar 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	30.01.2024			
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

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Junagarh

**Appeared:**

1. **For the Complainant** – Smt. Chandra Hara Pandey Repr. By Narayan Pandey, At- Matignon, P.O-Matignon, P.S-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO, Elect. Junagarh, TPWODL.

**Complaint Case No. 175/2023**

Smt. Chandra Hara Pandey Repr. By Narayan Pandey,  
At- Matignon,  
P.O-Matignon,  
P.S-Junagarh,  
Dist.-Kalahandi.  
Con. No. 9042-4202-0553

**COMPLAINANT**

**-Versus-**

Sri Manoj Kumar Pattnaik,  
SDO, Elect. Junagarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant Smt. Chandra Hara Pandey (represented by Narayan Pandey) appeared before the Forum during the camp court held at Junagarh on dt. 21/11/2023, aggrieved by average billing done from 07/2023 to 08/2023 due to meter defect and one-time billing of suppress reading of 1487 units in the month of 04/2023 against the domestic connection owned by her.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding one-time billing of suppress reading of 1487 units in the month of 04/2023 and average billing done from 07/2023 to 08/2023 against the domestic connection owned by her. He requested to rectify the anomaly in billing as suitable.

**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 at a time reading of 1487 units in the month of 04/2023.
- b) PVR Dtd. 11/12/2023 was submitted mentioning meter number as TWSP51068129 and CMR as "199".





## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Junagarh, the Forum observed that one-time billing was done for 1487 units due to suppress reading and average bills have been raised for the period 07/2023 to 08/2023 due to defective meter. The defective meter was replaced with a new meter on date 28/09/2023. The consumer was also aggrieved for anomaly in bills which were served to him.

**ORDER**  
**30.01.2024**

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

Direction of Forum:

1. To revise the average bills from July-2023 to August-2023, on six months average consumption of the present meter installed on 28/09/2023.
2. To recast the suppress reading of 1487 units over the period from 4/2018 to 6/2023.


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.**

 30.01.24

**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

 30.01.24

**R.K. NAIK**  
**PRESIDENT**  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

3. Smt. Chandra Hara Pandey, At/Po: Matigaon, Dist- Kalahandi.
4. SDO(Elect.) Junagarh, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”



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