

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member  
(Finance)**



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 87(4)

Date: 09.03.2026

**Present:**

Sri Ranjan Kumar Naik, President  
Sri S.K Dora (Co-opted Member)  
Sri S.Tripathy Member(Finance)

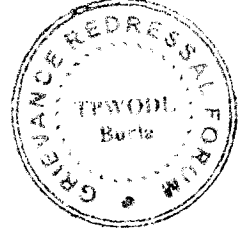
1	Case No.	BRL/110/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Balram Bhainsal C/o-R.Bhainsal At-Kulsar Po-Nua-Barangamal, Dist-Sambalpur-768112.		4164-3209-0420	9861144722
3	Respondent/s	S.D.O (Elect) Rairakhol, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.02.2026			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	24.02.2026			
9	Date of Order	09.03.2026			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur

**Appeared**

**For the Complainant-** Balram Bhainsal  
Represented by R. Bhainsal

**For the Respondent -** SDO(Elect.) Rairakhola, TPWODL.



**GRF Case No- BRL/110/2026**

Balram Bhainsal  
C/o-R. Bhainsal  
At-Kulsar  
Po-Nua-Barangamal,  
Dist-Sambalpur-768112  
Consumer No-4164-3209-0420

**COMPLAINANT**

**VRS**

SDO(Elect.) Rairakhola, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri R. Bhainsal appeared on behalf of Balram Bhainsal in the Camp Court hearing held at ESO Office, Rairakhola on Dt. 24.02.2026. The complainant submitted during course of hearing in brief as follows:

- 1) The complainant filed the objection regarding excess energy bill charged previously during Kutir Jyoti connection & the bills were later normalized after installation of new meter. However, the complainant failed to emphatically submit the period & nature of dispute.
- 2) To revise the above EC bill as per actual meter consumption recorded.

**Previous Complain. if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents in this case.

**OBSERVATION**

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4164-3209-0420, having CD-0.06KW under LT-Domestic category coming under ESO-Hatibari & initial power supply effected on 07.05.2011. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

- 1) On scrutinizing the case in detail & as per objection filed by the complainant, the Forum observed from the licensee's available soft records (FG & Samadhan App) that 1<sup>st</sup> energy bill raised in Aug-2011 under Kutir Jyoti category, with initial meter installed bearing SL.No." WESCO9047443". It was observed that actual bills were raised during the Kutir Jyoti period till Dec-2012, during which no abnormalities were noticed in billing & the tariff of which was reclassified to "Domestic category" from Jan/Feb-2013 billing onwards.
- 2) Thereafter, meter readings were advanced upto kwh"765", as recorded in above mentioned meter upto Dec-2013. Then, provisional & average bills charged as no advanced readings were recorded for billing from jan-2014 to Aug-2021 which had elevated the arrear position.

*[Handwritten signature]*  
President  
Grievance Redressal Forum

- 3) That, a new meter having SL. No." LW361379" was installed on 03-Apr-2021, replacing the old meter No." WESCO9047443" & actual bills continued to charge till last billing upto the reading of kwh"3215".
- 4) It was observed from records that provisional/average bills charged prior to two years from the date installation of meter No." LW361379" i.e. from April-2019 to March-2021 were already revised by the Opposite Party on the basis of actual monthly average consumption recorded in above meter and Rs. 14507.62/- were credited back to (deducted from) the consumer account on 07-03-2026. Again, the provisional bills raised from April-2021 to Aug-21 were auto-adjusted in subsequent billing as per actual consumption recorded in above meter.

The Forum on scrutinizing the records and reports available on record construed that necessary bill revisions as carried out by the Opposite Party found to be legitimately charged & in consonance with the regulatory provisions stipulated. Hence, there is no further scope of revision of bills.

*Hence, the instant case is hereby dismissed.*

*Accordingly, the case is disposed of.*



**S.K Dora**  
**(Co-Opted Member)**  
*Co-opted Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**S.Tripathy**  
**Member (Finance)**  
*Member*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**Ranjan Kumar Naik**  
**(President)**  
*President*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Balram Bhainsal, C/o-R.Bhainsal,At-Kulsar,Po-Nua-Barangamal,Dist-Sambalpur-768112.
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/110/2026)