

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh ... President
Sri Pulakesh Dasbhaya ... Member (Finance)
Sri D.R.Sahu ... Co-Opted Member

1	Case No.	BGH/08/2026			
2	Complainant	Name & Address:		Consumer No:	
		Gurudev Pani		5125-2203-0201	
		At-Jharpali, Remunda		Contact No.:	
		Bheden, Dist-Bargarh		9668290314	
3	Respondent	Name		Division	
		SDO (Elect.), Bheden, TPWODL.		BED, TPWODL, Bargarh.	
4	Date of Application	08.01.2026			
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 & equipments		
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved	42(5)			
7	OERC Regulation(s):	Clauses			
1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004				
2	OERC Conduct of Business) Regulations, 2004				
3	Odisha Grid Code (OGC) Regulation, 2006				
4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004				
5	Others-OERC Distribution (Conditions of Supply) code, 2019	155 & 157			
8	Date(s) of Hearing	08.01.2026			
9	Date of Order	18.03.26			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:	Appeared for the Respondent:			
	Gurudev Pani	SDO(Elect.), TPWODL, Bheden			

ORDER



Brief Facts of the Case

During the hearing at SDO-Bheden under Bargarh Electrical Division on 08-01-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a Domestic consumer having a Contract Demand of 03.50 KW bearing consumer No. 5125-2203-0201. That the Complainant averred that, his Solar connection was charged in Aug'2025 but net metering billing has been started from Dec'2025. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Aug'25 to Dec'25.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, his Solar connection was charged in Aug'2025, but the solar generation was not adjusted in his bill up to Dec'2025.
2. After installation of solar roof top system, the net metering was done in Dec'2025.
3. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Aug'25 to Dec'25.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Generation meter installation report with the net metering report and configuration details.
- ii. The Opposite Party submitted that, the complainant is solar opted and with due observation of official formalities he is being billed as per OERC Guidelines.
- iii. As per the billing records it was observed that, the complainant has been billed with due accounting of export unit recorded by the net meter meant for the complainant consumer from Sep'2025.



Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That, the complainant is a domestic consumer having consumer no. 512522030201 with a connected load of 03.50 KW. The complainant had applied for solar connection of 3.50 KW for which he has to install solar panel and other accessories by a third party.
2. That; the complainant submitted that, he had installed solar system from Aug'2025 but it is noted by the Forum that the DCR (Domestic Content Requirement) certificate for subsidy purpose has been issued by Ministry of New and Renewable Energy on 04-09-2025 which is not under the purview of respondent.
3. That; it is also noted by the Forum that after issue of DCR the agreement for Net-metering/ Bi-directional metering of Solar PV Project was done on 08-09-2025 and installation of Generation meter and Net-metering/ Bi-directional metering has been done after 10 days on 18-09-2025 and billing has been done with proper calculation of solar units.
4. Hence, the Forum construed that, as the respondent has installed the Generation meter and Net-metering/ Bi-directional metering has been done within 15 days of agreement and also the billing has been done as per proper calculation of solar units.
5. Therefore, the Forum construed that the submission made by the complainant that, his Solar connection was charged in Aug'2025 but net metering billing has been started from Dec'2025 is wrong.

Directions of the forum

After observing the facts and records, the Forum construed that, as the respondent has installed the Generation meter and Net-metering/ Bi-directional metering has been done within 10 days of agreement and also the billing has been done as per proper calculation of solar units from Sep'2025, the Forum is

constraint to pass any order in respect of the grievance petition of the complainant.



Hence the instant case is hereby dropped.

(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028

(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 82⁽³⁾

Date: 18.03.26

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 08 of 2026.