

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.Samal	...	Co-Opted Member

1	Case No.	BGH/58/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sunil Kumar Sabat		5121-2430-0142	
		At-Duplex No-4, Hari Om Housing Society,		Contact No.:	
		Near Ashakiran Residency, Bargarh		9556094646	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.			
4	Date of Application		07.05.2025		
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		07.05.25		
9	Date of Order		<i>21.07.2025</i>		
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:		
	Sunil Kumar Sabat		SDO(Elect.), TPWODL, Bargarh-I		

ORDER



Brief Facts of the Case

During the hearing at SDO-I, Bargarh under Bargarh Electrical Division on 07.05.2025, the complainant appeared before the Forum whereas SDO- I Bargarh 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 04 KW bearing consumer No. 5121-2403-0142. That the Complainant averred that, his Solar connection was charged on Mar'2024. Though he was availing the supply from Solar generation, it was not adjusted in his bill and his supply was disconnected due to non payment of arrear. The supply was restored after payment of an amount of Rs. 16350 in the month of Jun'2024. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Apr'24 to Jun'24.

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 on Mar'2024, but the solar generation was not adjusted in his bill.
2. The complainant further submitted that, the power supply to his premises was disconnected and was restored after payment of the bill amount of Rs. 16350 in the month of Jun'2024.
3. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Apr'24 to Jun'24 and requested to carry forward the cumulative solar unit of FY24-25 to next Financial year as non consumption of solar unit was due to recovery of bill after disconnection.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 19.06.2025 and also submitted the billing statement of the complainant from Sept'2023 to Apr'2025.

- 
- ii. The Opposite Party submitted that, the complainant is solar opted and with due observation of official formalities is being billed as per OERC Guidelines.
 - iii. That, the consumer earlier complained about non-incorporation of export unit during the month of Mar'2024. In this context the MMG team reported that, the Net meter was installed in the complainant's premises on 15.03.2024 and the Net metering was activated in the smart meter on dt. 16.04.2024, for which the export unit during that period, billed in import energy as it was in unidirectional mode.
 - iv. On the strength of the report of MMG Team, the bill for the month of Mar'2024 was revised by the Opposite Party as per Guideline and Rs. 6,858.59 was credited to the complainant's account (withdrawn).
 - v. 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 and energy bills has been raised for "0" units from Apr'2024 to Mar'2025.
 - vi. Further the Opposite Party submitted that, the disconnection made to the complainant was due to non payment of arrear pertaining to the period prior to installation of Net Meter. Further the excess unaccounted export solar units can't be carry forwarded to the next Financial Year as per OERC Guidelines.

3. 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 Net Meter was installed in the complainant's premises on dt. 15.03.2024, but the bidirectional provision was activated on dt. 16.04.2024.
2. During the said period of Mar'2024 to Apr'2024, the energy bill was prepared as unidirectional meter instead of Net metering, i.e the Solar Generation was not adjusted in the consumption of the complainant.
3. On received complaint from the complainant, the Opposite Party has revised the energy bill by giving credit of the Solar generation and an amount of Rs. 6,858.59 has been withdrawn from the bill of the complainant.
4. From the Billing data it is found that, the complainant consumer has been billed on "0" energy charges from Apr'2024 to Mar'2025, which indicates that the Net metering has been considered for billing.

5. Further, the disconnection of Supply was due to non payment of arrear pertaining to the period prior to installation of Net Meter
6. Hence, the Forum construed that, the complainant's version on activation of Net Metering from Jun'2024 has no merit.
7. As the wrong bill charged to the complainant in the month of Mar'2024 has already been revised by the Opposite Party, there is no further scope of bill revision.



Hence the instant case is hereby dropped.


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


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


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

No. GRF/BGH/ 85 (9)

Date: 21.07.25

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 58 of 2025.