

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/75/2025			
2	Complainant	Name & Address:			Consumer No:
		Saraswati Mishra			5153-0201-0395
		At-Ananda Nagar, Green House			Contact No.:
		Bijepur, Dist-Bargarh			7008054057
3	Respondent	Name			Division
		SDO (Elect.), Sohela, TPWODL.			BWED, TPWODL, Bargarh.
4	Date of Application		23.06.2025		
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		23.06.25		
9	Date of Order		30.07.2025		
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:		
	Saraswati Mishra Represented by Kunal Mishra		SDO(Elect.), TPWODL, Sohela		

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the hearing at SDO-Sohela under Bargarh West Electrical Division on 23.06.2025, the complainant appeared before the Forum whereas SDO- Sohela 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 KW bearing consumer No. 5153-0201-0395. That the Complainant averred that, his Solar connection was charged in Mar'2025. Though he was availing the supply from Solar generation, it was not properly adjusted in his bill in Mar'2025 and Apr'2025 due to wrong net metering. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Mar'25 to Apr'25.

Gist of Arguments made by the Parties

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

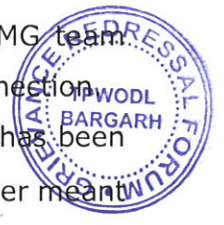
1. Submission of the Complainant:

1. The complainant submits that, his Solar connection was charged in Mar'2025, but the solar generation was not adjusted in his bill.
2. After installation of solar roof top system, the net metering was not made properly and Bi-directional connection was not activated initially.
3. Therefore, the complainant prayed before the Forum to adjust the solar generation in the energy bill for the period from Mar'25 to Apr'25.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 03.07.2025 and also submitted the installation report of Generation meter with meter readings from Apr'2025 to Jun'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'2025 and Apr'2025. The respondent also

- submitted that after complaint made by the consumer, the MMG team activated the Bi-directional connection and made the proper connection.
- iv. 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 May'2025.



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. 24.03.2025, but the bidirectional provision was activated on 01-05-2025 after complaint made by the consumer.
2. During the said period of Mar'2025 to Apr'2025, 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. As per Order No. OERC-Engg. 02/2010/(Yol-IV)/1131 Dated :19.08.2016 as amended up to 17.01.2018 on Net metering/Bi-directional metering & their connectivity with respect to solar PV project under section 12(d), it has been clearly mentioned that:

In case of defective net metering/ bi-directional metering, the followings shall apply:

- (i) If the solar net-metering facility has been in service for more than 12 months: The active energy import, active energy export and active energy net import readings of the corresponding period of the previous year will be taken for billing purpose by the DISCOMs.
 - (ii) If the solar net-metering facility has been in service for less than 12 months: The net active energy to be billed by DISCSOM per month = (Average energy consumption (imported active energy) during the last three billing cycles prior to the installation of the bi-directional/ net meter) - KWP of Solar PV generator x 124.
4. Hence, the Forum construed that, the bills from Mar'2025 to Apr'2025 should be revised.


Directions of the forum




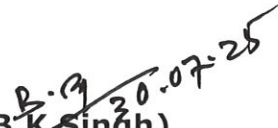
In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with Regulation 157 of the OERC Distribution (Conditions of Supply) Code 2019.

1. The bills from Mar'2025 to Apr'2025 are to be revised as per section 12(d) of Odisha Electricity Regulatory Commission Distribution Order no. OERC-Engg. 02/2010/(Vol-IV)/1131 Dated :19.08.2016 as amended up to 17.01.2018 on Net metering/Bi-directional metering & their connectivity with respect to solar PV project.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. DPS charged on the wrong bills are also to be withdrawn.

The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.


(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/ 92(3)

Date: 30.07.2025

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 75 of 2025.