

Electricity Consumer Grievances Redressal Forum Bhilai Steel Plant

Erstwhile BSP Primary Hindi Medium School, Maroda Sector, Bhilai
Email: bspcgrf@gmail.com , cgrfbsp@sail-bhilaisteel.com, Phone# 07882858199, 07882858291

In the hearing dated 03/08/2026

The Forum has considered the documents available on record and the reply submitted by the respondent, where in discussion brief on requirement of generation meter given. As per the applicable procedure, the generation meter is required for accounting / recording the solar energy generated by the prosumer within the distribution licensee area and presently being done through Smart Meter. Its relevance also described.

The consequence of using old meter also expressed while installation with solar system.

Findings & Analysis in the Case:

From the material available on record, it appears that certain procedural and technical formalities, including completion of the prescribed online registration / document submission and meter testing from an appropriate / NABL-accredited laboratory, were required to be completed for further processing of the applicant's request.

In view of the above, the Forum is of the considered view that the applicant may complete the requisite formalities as prescribed under the applicable procedure. Thereafter, the respondent department shall examine and process the applicant's request in accordance with the applicable rules, regulations and prevailing procedure.

Verdict of the Forum:

1. Accordingly, the respondent is directed to extend necessary procedural guidance to the applicant, as per the applicable procedure, and upon receipt of the requisite documents and compliance of the prescribed technical requirements, process the applicant's request within the permissible time.
2. The applicant is also advised to complete the pending online formalities on MNRE portal & submit meter testing report wherever applicable from a NABL-accredited laboratory so that hindrances be avoided while releasing subsidy by the government.
3. In view of the above directions, the grievance is disposed of accordingly.

Ordered accordingly.

Issued under the authority of the Consumer Grievances Redressal Forum, Bhilai Steel Plant.

Date: 06/08/24




Anil Kumar Chouhan
(A. K. Chouhan)
Chairperson (ECGRF) BSP
Consumer Grievances Redressal
Forum, Bhilai
Bhilai Steel Plant

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Case Proceedings:

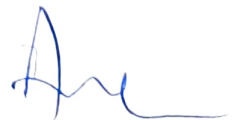
On behalf of Distribution licensee i.e. Director I/c Bhilai Steel Plant a Notice under clause 42(6) of IE Act 2003 issued on **02/06/26** to the authorized operating officer General Manager (Town Electrical Engineering Department-BSP) for their written submission on following point:

- 1) As such not processing application of consumer timely & linger on in providing permission on such application shall be construed as disobey the directives of Govt. of India and on other part restraining consumers in availing envisaged benefits of the scheme. This deed comes under the deficiency in services, hence this Notice is being issued.
- 2) In this context it is hereby informed to submit your reply on the following points in (2 copies).
 - a) Reason for noncompliance of order No 2026/02 passed in the matter?
 - b) Reason for not allowing functional energy meter on which presently billing is being done for the purpose of recording of input energy with solar system?
 - c) Reason for holding such applications?

The respondent, in its written reply **dated 22/07/26** has submitted

- 1) that the applicant was duly guided regarding the prevailing procedure for completing the registration on the Pradhan Mantri Surya Ghar: Muft Bijli Yojana portal and for uploading the requisite documents online.
- 2) It has further been submitted by the department that the applicant has not completed the required online process and approached to Forum alleging delay on the part of the department.
- 3) It is further submitted that once the consumer completes the online registration and uploads all the required documents in MNRE portal, No objection/permission from the department is required.

It has also been submitted by the respondent that Bhilai DISCOM does not have its own standard-level/NABL-accredited meter testing laboratory. Accordingly, consumers installing solar systems are advised to get the meter tested from a NABL-accredited laboratory for the prescribed purpose, so as to ensure compliance with the applicable technical requirements and to avoid any dispute at a later stage.



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Chairman: A.K. Chouhan
Member : B. L. Meena

Case No. 2026/12

Shri Virendra Kumar Bhura
Shop no.01&01A, B Market

----- Applicant

Versus

Town Electrical Engineering Department
Bhilai Steel Plant, Bhilai,
BHILAI-490001 (C.G)

-----Respondent

ORDER

(Passed on 06/08/26)

Brief of the case:

- 1) The present grievance was filed by Shri Virendra Kumar Bhura regarding the process relating to installation/Commissioning of a rooftop solar power system at his premises and the requirement of meter testing/related formalities.
- 2) Applicant communicated that the DISCOM is not cooperating in using same working electronic meter as a generation meter and giving permission of installation of rooftop solar plant at his residence.
- 3) In the grievance it has been submitted that an application for obtaining "permission for installation of Solar Roof System under Govt. of India scheme was submitted to TEED in the month pf April'25 when the case was pending.
- 4) Subsequently on a grievance filed with this forum case No. 2026/02 dtd 10/03/26, subsequent to order of forum dated 30/03/26 application for installation of roof top solar system considered.
- 5) Applicant further submitted in a grievance that the compliance of aforementioned order still not done & written permission pending from TEED.
- 6) Further applicant stated that when he met TEED officials, requirement of 2 new meters communicated one ABT and other for recording import energy.
- 7) Applicant has submitted an application with TEED for also granting a permission to use functional energy meter for recording import energy which they are not providing.

Relief sought by the applicant:

Permission for 1) using Running Old electronic Meter as Generation Meter and 2) Installation of Solar System at his residence.

C.G.R.F (BSP) Bhilai
Outward No. 75
Date - 6.8.26