

**BEFORE THE ELECTRICITY OMBUDSMAN**  
**(For the State of Goa and Union Territories)**  
**Under Section 42 (6) of the Electricity Act, 2003**  
3<sup>rd</sup> Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18  
Gurugram (Haryana) 122015,  
, Email ID: [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in)  
Phone No.:0124-4684708

Appeal No-239 of 2025

Date of Video Conferencing: 28.07.2025,  
4.08.2025

Date of Physical Hearing: 04.09.2025

Date of Order: 09.09.2025

In the matter of

Dr. Brahmanand Mohanty & Mrs. Hardie Mohanty,  
13, Zamindar Garden,  
Puducherry 605 001.

.... Appelant

VERSUS

1) The Executive Engineer (Urban O&M),  
Electricity Department, Puducherry

....Respondent(s)

Appellant(s)

Dr. Brahmanand Mohanty &  
Mrs. Hardie Mohanty

Respondent(s)

Mrs. K Rajshree,  
Executive Engineer- Urban O&M  
Electricity Department,  
Puducherry.

### Interim Order

This Interim Order is being passed in the representation filed by Dr. Brahmanand Mohanty and Mrs. Hardie Mohanty, residents of House No. 13, Zamindar Garden, Puducherry – 605001, under Section 42(6) of the Electricity Act, 2003 read with Regulations 35 and 36 of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2024, challenging the order dated 20.06.2024 passed by the learned Consumer Grievance Redressal Forum (CGRF), Puducherry in Case No. 39/2024.

The representation was filed before this authority on 07.07.2025. After due scrutiny, the matter was admitted and an admission notice was issued on 14.07.2025, wherein a copy of the complaint was forwarded to the Respondent, the Executive Engineer, Electricity Department, Puducherry (PED), directing him to file his reply to the appeal preferred by the Appellants.

1. The Appellants are among the earliest solar net metering consumers of PED, having commissioned their rooftop solar installation prior to the notification of the JERC Solar Policy, 2015.
2. The **JERC (Solar PV Grid Interactive System based on Net Metering) Regulations, 2019** mandate that billing shall be carried out on a net basis, i.e., energy imported from the grid should be adjusted against the energy exported to the grid.
3. Although smart meters capable of recording both import and export of energy have been installed, PED's billing software presently does not compute net consumption automatically. Instead, manual billing is being undertaken for group net metering consumers due to the absence of an automated system.
4. PED officials have admitted that inflated bills raised for May 2025 were caused by a software glitch in April 2025, which reset import/export readings to zero, thereby leading to exaggerated consumption figures.
5. Regulation 11 of the 2019 Net Metering Regulations provides that surplus solar energy exported to the grid at the end of a financial year shall be settled and compensated at the Average Power Purchase Cost (APPC). However, despite repeated directions from CGRF



and interventions by JERC, PED has not demonstrated compliance or clarity on monetizing surplus energy exported by consumers.

6. As one of the earliest adopters of rooftop solar in Puducherry (since 2011), the Appellants have actively promoted renewable energy and supported PED by offering technical assistance. The Appellants have also prepared and shared a draft billing algorithm with PED officials to enable accurate billing.

#### Hearings and Submissions

- Subsequent to the earlier hearings dated 27.07.2025 and 04.08.2025, the matter was taken up for further hearing on 04.09.2025 at CGRF, Puducherry.
- The Appellant, Dr. Brahmanand Mohanty, was present.
- The Respondent Electricity Department, Puducherry, was represented by:
  - Tmt. K. Rajashree, Executive Engineer (Urban O&M)
  - Thiru R. Sendil Coumar, Executive Engineer (Cables & TTC and Solar)
  - Thiru C. Mouttanandame, AEE Town-I
  - Thiru A. Thilagaraj, AE Town-II
  - Thiru D. Saravanan, JE Town North

#### Observations during the hearing:

1. In the billing system, exported energy is not being properly accounted for in accordance with the Net Metering Regulations, 2019.
2. The issue is particularly acute in the case of Group Net Metering connections.
3. Eligible consumers are not being provided with details of monetization of excess exported units.
4. The Appellant reiterated earlier submissions and placed on record his letter dated 08.05.2023 (consisting of three letters), listing 26 connections affected by erroneous billing of export units and their monetization. The list of connections is as under:

S.No	Consumer No	S.No	Consumer No	S.No	Consumer No
1	04-17-06-0615A	10	07-32-03-0306	19	26-11-04-0442A
2	04-17-06-0382AJ	11	04-17-03-283A	20	26-11-03-02-0286Z
3	04-17-06-0382AK	12	04-17-03-0282	21	21-42-01-0069AB



4	04-17-06-0626I	13	06-31-05-0373A1	22	31-83-01-0120
5	04-17-06-0630AD	14	22-02-01-0032	23	02-15-401-0022
6	04-17-06-0630AH	15	37-69-03-0324	24	47-65-06-0621AC
7	04-17-03-0283	16	22-05-03-0195AB	25	04-32-102-0180E
8	04-17-06-0671A	17	23-25-02-178	26	46-50-03-0242
9	04-17-06-0635A	18	23-34-06-0843P		

5. The Appellant also referred to **Sri Aurobindo Ashram Trust, Puducherry**, a Group Net Metering consumer with the following service connections:

- Policy Code: 04-17-04-0460/A1
- Policy Code: 04-17-04-0468/A1
- Policy Code: 04-17-02-0220/A1

The Aurobindo Ashram Trust, vide letter dated 31.07.2025, requested that information relating to the above service connections be disclosed only to the Trust or its authorized representatives. The Department confirmed its commitment to ensuring confidentiality of such data.

6. Copies of the aforesaid letters and bills of five additional connections were furnished to the Respondent. The Department was directed to carry out a detailed audit analysis for April 2024 – March 2025 and submit a report within five working days.
7. The Department also informed that its System Team is developing software for enabling Group Net Metering, expected to be rolled out by 30.09.2025, followed by trial checks in the next billing cycle.
8. It was further directed that, before rolling out the software, a joint meeting be convened between the software development team and Dr. Brahmanand Mohanty (acknowledged as a pioneer in the solar field) to ensure that unaddressed issues are identified and resolved comprehensively.

#### Interim Directions

In light of the above, the following interim directions are issued:



1. Audit Analysis: PED shall complete a detailed audit of all 26 connections cited by the Appellant for the period April 2024 – March 2025 and submit the report within seven working days, with a copy to the Appellant.
2. Software Development: The software for net metering and group net metering shall be expedited. The system must be thoroughly validated against the provisions of the Net Metering Regulations, 2019.
3. Joint Consultation: Before the rollout of the software, a joint meeting shall be conducted with the Appellant to incorporate his technical expertise, ensuring accuracy in billing for all rooftop solar consumers.
4. Consumer-Friendly Enhancements:
  - PED shall prepare a feasibility report on sending SMS alerts for bill payment reminders, including a direct link for consumers to easily download their bills.
  - The software development team shall explore the feasibility of capturing and displaying Meter Number and Reading Date on bills so that consumers can better understand and verify their billing details.
  - PED shall also explore the development of a helpdesk mechanism for meter readers, enabling them to raise concerns promptly in case of reading-related issues.
5. Non-Coercive Action: No coercive steps for recovery of disputed billing amounts from the Appellants shall be undertaken until further orders.

This is a purely Interim Order. The matter will be reviewed upon receipt of the audit report and compliance submissions by the Respondent. A detailed final order shall be issued thereafter.

Ordered accordingly.

  
(C M SHARMA)  
9/9/25

Electricity Ombudsman  
For Goa & UTs (except Delhi)

**Dated: 09.09.2025**