



**(Regd. Post)**

**Appeal No. : 29 of 2026**  
**Registered on : 04.08.2026**  
**Date of Order : 24.09.2026**

**In the matter of:**

**Appeal against the order dated 26.06.2026 passed by CGRF, DHBVN Gurugram in case No 5038/2025**

Shri Rinku, Village Wazirabad, Near Chota Bheem School, Gurugram, Haryana. **Appellant**  
Versus

1. The XEN/OP, Sub Urban, DHBVN, Gurugram, Haryana  
2. SDO/OP, Sub Division, South City, DHBVN, Gurugram, Haryana **Respondent**

**Before:**

Shri Rakesh Kumar Khanna, Electricity Ombudsman

**Present on behalf of Appellant:**

Shri Rinku

**Present on behalf of Respondents:**

Shri Parveen Kumar Yadav, SDO

**ORDER**

**A.** Shri Rinku has filed an appeal against the order dated 26.06.2026 passed by CGRF, DHBVNL, Gurugram in case no. 5038 of 2025. The appellant has submitted as under: -

I, Rinku, am filing this appeal against the order passed by the Corporate Consumer Grievances Redressal Forum (CGRF), DHBVN, Gurugram, in Case No. 5038/ GGN/2026 dated 26.06.2026.

My electricity connection (Account No. 9758253227) has a rooftop solar system that was installed and commissioned on 27.12.2023. However, due to the failure of DHBVN to activate the net-metering flag until 29.10.2025, I was deprived of the benefit of the solar energy exported to the grid for approximately 22 months. This lapse occurred solely due to the negligence and administrative delay of the utility.

Although the CGRF acknowledged this lapse and directed DHBVN to credit ₹48,254 based on an average calculation, I am not satisfied with the relief granted for the following reasons:

1. The loss was caused entirely due to the negligence of DHBVN, and I should not be made to suffer because the utility failed to activate the net-metering system in time.
2. DHBVN has stated that the historical meter data could not be retrieved from L&T. The inability to retrieve the data is an internal issue of the utility and its vendor and should not reduce my legitimate entitlement.

3. The compensation has been calculated on the basis of an average export for a limited period, which may not accurately represent the actual energy exported during the affected period from 27.12.2023 to 29.10.2025.
4. Seasonal variations in solar generation, weather conditions, and actual plant performance have not been adequately considered, resulting in an arbitrary assessment.
5. The order does not compensate me for the financial loss, delayed adjustment of energy credits, or the prolonged inconvenience caused due to the utility's error.

I therefore respectfully request the Hon'ble Electricity Ombudsman to:

- \* Set aside or suitably modify the CGRF order to ensure that I receive the full and fair benefit of the solar energy exported during the affected period.
- \* Direct DHBVN to carry out a comprehensive reassessment using all available technical records, inverter generation data, commissioning records, billing history, and any other relevant evidence instead of relying solely on an average calculation.
- \* Grant appropriate compensation for the financial loss and hardship caused due to the delayed activation of the net-metering facility.
- \* Pass any other order deemed just and proper in the interest of justice.

am enclosing a copy of the CGRF order and other relevant documents for your kind consideration.

I shall be grateful for your kind intervention and appropriate relief.

- B.** The appeal was registered on 04.08.2026 as an appeal No. 29 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 07.09.2026.
- C.** On 05.09.2026, respondent SDO has submitted point wise reply which is as under:-
1. The consumer, Sh. Rinku, applied for a Domestic Supply (DS) electricity connection on 24.03.2021, bearing Account No. 9758253227. Subsequently, the consumer's rooftop solar system was installed on 27.12.2023. On the same date, the existing Smart Meter bearing Sr. No. GP7816622 was converted into a Net Meter with Initial Reading (IR) of 69034 kWh and 69782 kVAh, and Gross Meter bearing Sr. No. GP7643456 was installed as per record. However, due to non-activation/non-updation of the Net Meter flag in the billing system up to 29.10.2025, the consumer could not avail the benefit of solar energy generation from the date of installation. Consequently, the first solar bill was generated only on 27.01.2026.
  2. In compliance with the Hon'ble CGRF's order, this office issued Memo No. 5301 dated 21.05.2026 to the EESL Office, requesting export and import readings for the

period 27.12.2023 to 29.10.2025. In response, EESL informed this office that they were unable to provide export reading records prior to October 2025, as the required historical data was not available with them.

3. Since the required export readings were not available, this office complied with the directions of the Hon'ble CGRF and overhauled the consumer's account for the period 27.12.2023 to 29.10.2025 in accordance with the applicable regulations and the CGRF order. Accordingly, the case was forwarded to CBO, Hisar vide Case ID No. 4928042112 dated 06.07.2026 for approval of the admissible adjustment amounting to Rs. 48,254/-. The said adjustment was approved on 14.07.2026, and the amount has already been credited and reflected in the consumer's CCB account. In view of the above facts, it is respectfully submitted that the directions of the Hon'ble CGRF have been duly complied with by this office. This is submitted for your kind information and necessary action, please.

- D.** The matter was taken up for hearing as scheduled on 08.09.2026. The Respondent SDO appeared in person, while the Appellant was permitted to join the proceedings through video conferencing.

At the outset, the Appellant was called upon to specifically state the precise relief sought in the present appeal, particularly in light of the fact that the grievance had already been adjudicated upon by the Corporate Consumer Grievances Redressal Forum (CGRF). The Appellant was unable to articulate any concrete or specific relief. He merely submitted that owing to administrative lapses on the part of the Respondent, the flag for activating the smart meter as a net meter could not be enabled in a timely manner, resulting in generation of an abnormally high bill.

In response, the Respondent SDO submitted that a detailed reply in the matter had already been furnished to the Forum vide letter dated 05.08.2026. The Appellant expressed unfamiliarity with the said reply. Accordingly, the Respondent was directed to forthwith supply a complete copy of the said reply to the Appellant.

With a view to affording a fair opportunity to the Appellant and to ensure proper understanding of the actions already taken pursuant to the order of the Corporate CGRF (against which the present appeal has been preferred), the following directions are issued:

1. The Respondent SDO shall, within two days from the date of issuance of this order, furnish a complete copy of the reply dated 05.08.2026 to the Appellant.
2. The Respondent SDO shall convene a meeting in his chamber on 15.09.2026 and personally explain to the Appellant the complete details of the action taken in compliance with the decision of the Corporate CGRF.
3. Minutes of the said meeting (MoM), duly signed by both parties, shall be prepared and placed on record.

4. In the event the Appellant remains dissatisfied after the said meeting, he shall file a proper rejoinder clearly stating the specific nature of relief sought in the present appeal, supported by relevant particulars.

The matter is accordingly adjourned and fixed for further hearing on **24.09.2026**.

- E.** On 15.09.2026, respondent SDO has submitted minutes of meeting which is as under:-

#### **MINUTES OF MEETING**

**Subject:** Minutes of Meeting regarding Appeal No. 29 of 2026 in the matter of Sh. Rinku Yadav, as per the Interim Order dated **08.09.2026** passed by the Hon'ble HERC.

**Date of Meeting:** 15.09.2026

**Venue:** Office of SDO (OP), South City Sub-Division, DHBVN, Gurugram

**Account No.:** 9758253227

##### **1. Background**

In compliance with the Interim Order dated 08.09.2026 passed by the Hon'ble Haryana Electricity Regulatory Commission (HERC) in Appeal No. 29 of 2026, a meeting was convened on 15.09.2026 at the office of the SDO (OP), South City Sub-Division, DHBVN, Gurugram, with the appellant Sh. Rinku Yadav to discuss and review the matter pertaining to Account No. 9758253227.

##### **2. Attendees**

The following persons attended the meeting:

1. SDO (OP), South City Sub-Division, DHBVN, Gurugram – Representative of DHBVN
2. Sh. Rinku Yadav – Appellant/Consumer

##### **3. Discussion**

During the meeting, the appellant, Sh. Rinku Yadav, submitted that the base period presently considered for the purpose of assessment, i.e. 29.10.2025 to 13.05.2026 (205 days), does not include the complete summer season. The appellant stated that, since the consumption pattern may vary during the summer season, the base period should preferably cover the summer period also. In this regard, he suggested that a complete one-year period may be considered as the base period, i.e. 29.10.2025 to 29.10.2026 (365 days). The appellant requested that his suggestion regarding consideration of the above-mentioned 365-day period may be examined while reviewing/reassessing the case.

- F.** The present appeal was taken up for final hearing as scheduled on 24.09.2026. Both parties appeared through video conferencing. The Forum has carefully considered the pleadings, the reply filed by the Respondent, the compliance already effected, and the Minutes of Meeting (MoM) dated 15.09.2026 prepared pursuant to the Interim Order dated 08.09.2026. The said MoM has been duly signed by both parties.

## **DECISION**

### **Factual Background**

The Appellant is a domestic consumer bearing Account No. 9758253227 under the South City Sub-Division of DHBVN. A rooftop solar photovoltaic system was installed at the premises on 27.12.2023. On the same date, the existing smart meter (Sr. No. GP7816622) was converted into a net meter and a gross meter (Sr. No. GP7643456) was installed. Owing to non-activation/non-updation of the net-meter flag in the billing system, the benefit of solar generation could not be extended until 29.10.2025. The first net-metered solar bill was consequently generated only on 27.01.2026.

By its order dated 26.06.2026, the Corporate CGRF directed the Respondent to overhaul the account for the period 27.12.2023 to 29.10.2025. Historical export data for the said period could not be retrieved. The Respondent adopted the actual export recorded during the base period 29.10.2025 to 13.05.2026 (205 days), extrapolated the same for the defective period of 673 days, and allowed an adjustment of ₹48,254/- (corresponding to 8,628 kWh of export). The adjustment was approved by the Commercial Back Office, Hisar, and credited to the Appellant's account. The CGRF closed the complaint after recording the Appellant's concurrence with the methodology at that stage.

### **Proceedings before this Forum**

Aggrieved, the Appellant preferred the present appeal. Vide Interim Order dated 08.09.2026, this Forum directed the Respondent SDO to furnish a complete copy of the relevant reply to the Appellant, to convene a personal meeting on 15.09.2026 for explaining the action taken, and to place on record signed minutes. In the event of continued dissatisfaction, the Appellant was to file a precise rejoinder.

The meeting was held on 15.09.2026. The signed MoM records that the Appellant requested adoption of a full one-year period from 29.10.2025 to 29.10.2026 (365 days), or alternatively the consumption recorded over six bi-monthly billing cycles (with the next cycle falling in November 2026), as the representative base period for recalculation. During the hearing on 24.09.2026 the Appellant reiterated this prayer. The Respondent SDO confirmed that the next bi-monthly billing cycle would fall in November 2026.

## Analysis and Findings

The Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (as amended) and the HERC (Rooftop Solar Grid Interactive Systems Based on Net Metering/Gross Metering) Regulations, 2021 (as amended) require accurate energy accounting and equitable treatment of consumers where system deficiencies prevent proper recording or crediting of solar export. Where historical export data is unavailable, the principles governing assessment of consumption or generation permit adoption of a representative average based on subsequent correct readings.

A base period of approximately seven months is not fully representative of annual generation and consumption patterns. Adoption of a continuous period of 365 days commencing from 29.10.2025, or of six consecutive bi-monthly billing cycles, ensures a more accurate and balanced quantification of the credit due to the consumer. Such an approach is consistent with the letter and spirit of the Supply Code and the commercial instructions issued by the distribution licensee.

## Directions

In view of the foregoing, the following directions are issued:

- (i) The Respondent shall re-overhaul the Appellant's account for the period 27.12.2023 to 29.10.2025 on the basis of the actual export energy recorded during a continuous period of 365 days commencing from 29.10.2025 (or, equivalently, the generation/consumption recorded over six consecutive bi-monthly billing cycles, the last of which shall fall in November 2026).
- (ii) The average daily export derived from the said base period shall be applied to recalculate the admissible export units for the entire defective period. The corresponding monetary credit shall be computed in accordance with the applicable tariff and net-metering settlement provisions. Due credit shall be given for the sum of ₹48,254/- already allowed and reflected in the Appellant's account.
- (iii) The re-calculation and necessary accounting entries shall be completed within thirty days of the availability of the complete base-period data (i.e., after the November 2026 billing cycle). A detailed statement of calculation shall be furnished to the Appellant under acknowledgment. Compliance shall be reported to this Forum within fifteen days thereafter.
- (iv) The final amount, if any, that becomes payable by the Appellant after the above re-overhauling shall be recovered in three equal instalments corresponding to three successive billing cycles, without levy of any surcharge, late-payment charges or interest at the initial stage.
- (v) In the event of default in payment of any instalment on the due date, surcharge (and other applicable charges) shall be levied on the unpaid

amount in accordance with the provisions of the Electricity Supply Code and the prevailing commercial instructions of the licensee.

The appeal is accordingly disposed of in the above terms.

The parties are at liberty to approach this Forum in the event of any difficulty in implementation of the present order.

Both the parties to bear their own costs. File may be consigned to record.

Given under my hand on 24.09.2026.

Sd/-

**(Rakesh Kumar Khanna)**

**Electricity Ombudsman, Haryana**

**Dated: 24.09.2026**

**CC:**

**Memo No.2264-70/EO/HERC/Appeal No. 29/2026**

**Dated:24.09.2026**

To

1. Shri Rinku, Village Wazirabad, Near Chota Bheem School, Gurugram, Haryana. Email [rinkuyadav454660@gmail.com](mailto:rinkuyadav454660@gmail.com)
2. The Managing Director, DHBVN, Vidyut Sadan, Vidyut Nagar, Hisar, Haryana – 125005 (Email [md@dhbvn.org.in](mailto:md@dhbvn.org.in)).
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Plot No. C-7, Sector 6, Panchkula, Haryana – 134109 (Email [lr@hvpn.org.in](mailto:lr@hvpn.org.in)).
4. The Chief Engineer Operation, DHBVN, Shakur Basti, Near Punjabi Bagh, New Delhi – 110034 (Email [ceopdelhi@dhbvn.org.in](mailto:ceopdelhi@dhbvn.org.in)).
5. The SE/OP, Circle, Gurugram-II, DHBVN, Sector 31 (Near Patel Nagar), Gurugram, Haryana – 122001 (Email [seop2gurugram@dhbvn.org.in](mailto:seop2gurugram@dhbvn.org.in))
6. The XEN/OP, Sub Urban Divn., DHBVN, Sector 49, Sohna Road, Gurugram, Haryana – 122018, (Email [xenopsuburbangurugram@dhbvn.org.in](mailto:xenopsuburbangurugram@dhbvn.org.in))
7. SDO/OP, Sub Division, South City, DHBVN, Saraswati Vihar, Near Chakkarpur, Sector 43, Gurugram, Haryana – 122009 (Email [sdoopsouthcity@dhbvn.org.in](mailto:sdoopsouthcity@dhbvn.org.in))