

**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-236 of 2025**

**Date of Video Conferencing: 13.05.2025 &  
21.05.2025**  
**Date of Order: 22.05.2025**

**In the matter of**

M/s ATUL FURNITURES,  
(Through Mr. Ritesh Manchanda)  
Plot No 08, Industrial Area Phase-II  
Chandigarh.

**.... Appellant**

**Versus**

Executive Engineer,  
Division-2, Industrial Area Phase-1,  
Chandigarh Power Distribution Ltd. (CPDL),  
Chandigarh.

**.... Respondent**

**Parties present:**

**Appellant(s)**

1. Mr. Ritesh Manchanda in person.

**Respondent(s)**

1. Mr. Pankaj Gautam,  
SDO, Division-2, Industrial Area Phase-1,  
Chandigarh Power Distribution Ltd. (CPDL),  
Chandigarh.
2. Ms Preeti Singh, M&P Lab,  
Chandigarh Power Distribution Ltd. (CPDL),  
Chandigarh.
3. Mr Lalit Singh, M&P Lab,

Chandigarh Power Distribution Ltd. (CPDL),  
Chandigarh.

4. Mr Dhruv Shakuntlam,  
Executive Legal,  
Chandigarh Power Distribution Ltd. (CPDL),  
Chandigarh.

### **INTERIM ORDER**

This Interim Order is being passed in the representation filed by M/s Atul Furnitures (through Mr. Ritesh Manchanda) 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. The representation challenges the order dated 17.02.2025 passed by the Ld. Consumer Grievance Redressal Forum, Chandigarh in Case No. F-37/2024.

After a thorough examination of the complaint, it was noted that the complainant had initially submitted only a representation without any supporting documents, including a copy of the CGRF order. Consequently, a letter dated 27th March 2025 was issued to the complainant, requesting submission of the requisite documents. In response, the complainant submitted the documents via email on 7th April 2025.

Following due process, an admission notice was issued on 16th April 2025. Along with the admission notice, a copy of the complaint was forwarded to the Respondent, Executive Engineer, OP Division-2, CPDL, Chandigarh, directing him to file a reply to the appeal filed by the appellant, vide this office letter dated 16th April 2025. The Respondents Chandigarh Power Distribution Ltd (hereinafter "CPDL) submitted their reply vide their Email dated 7<sup>th</sup> May, 2025. The reply is taken on record. Further, on the query raised regarding Meter consumption data, the Respondents also furnished the data vide their Email dated 7<sup>th</sup> May, 2025.

Mr. Ritesh Manchanda represented M/s Atul Furnitures, Plot No 8, Industrial Area Phase-II, Chandigarh. The Appellant submitted that the main issue in the present case is regarding erratic (High) consumption recorded in the month of October/November 2023 and



November/December 2023 which has been affected without any change in the connected load. The connected load is recorded by the Electricity Department IN VIEW OF THEIR SITE INSPECTIONS DATED 01.09.2022, 05.01.2024 and 21.02.2024 is app 10KW for which he will submit the inspection report dated 01.09.2022/ 05.01.2024/ 21.02.2024. The report in this regard is to be submitted by the Appellant in next Two working days.

CPDL was represented through Mr Pankaj Gautam SDO, Division-2, CPDL as he is familiar with this case. The Respondent submitted that on receiving the complaint regarding fast meter of the Appellant vide his letter dated 18.12.2023 they have inspected the electricity meter on 23.12.2023 installed against Account No 205-112-0277 and found that the meter is working satisfactorily. However, how they have tested the meter at site is not explained in the report and no testing report dated 23.12.2023 is placed on record by CPDL.

Thereafter, the Respondent have installed a check meter No CH2E-91761 to check the accuracy of consumer meter No CH2E-93635. After comparing the consumption for 34 days the Meter No CH2E-93635 is declared working satisfactorily.

The meter was send to the M&P Lab after the consumer paid Rs.500/- vide receipt No 3/30 dated 21.02.2024, for meter testing. M&P Lab vide their Memo 1444536 dated 05.04.2024 declared meter working satisfactorily. They have also submitted that they (Respondent) have tested the energy meter by using the calibrated Accucheck meter, however, the details of Aqua-check are not mentioned in the report. What kind of load Whether calibrated or not calibrated is not mentioned in the test report? Although, the Appellants signatures are available on the report. The Appellant, submitted that he was just asked to sign the report and he did not witness the testing of meter. Moreover, no notice, as required under Regulation 6.37 of JERC Supply Code is given to the Appellant.

The meter consumption data submitted by the Respondents have some minor errors, as such the Respondents were directed to file the System Generated Meter consumption data and meter Testing data along with Accucheck calibration certificate issued by NABL accredited lab. The requisite documents were furnished by the Respondents vide their Email dated 19<sup>th</sup> May, 2025.

After hearing both the parties, it is directed that the subject meter be sent to Third Party Testing Lab in accordance with the Regulation 6.35 & 6.36 of JERC Supply Code 2018. The following parameters must be captured by the Meter testing agency:

1. Meter Testing Report showing monthly consumption data for the last one year from the date of removal of meter No CH2E-93635.
2. Voltage profile of the meter for the same period.
3. MDI data for the same period.
4. Meter temper data for the same period.

In light of the above, and in the interest of ensuring fair adjudication and consumer confidence, it is hereby directed as under:

The disputed meter (bearing No. CH2E-93635) shall be sent for testing to a Third-Party NABL Accredited Laboratory, in compliance with Regulations 6.35 and 6.36 of the JERC Supply Code, 2018.

The third-party meter testing shall be carried out within two weeks from the date of this Order.

- The Respondent is further directed to submit:
- A certified copy of the Third-Party Lab report.
- Record of communication made to the Appellant for witnessing the test.

The matter shall be listed for further hearing after receipt of the third-party test report.

  
(C M SHARMA) 22/5/25

Electricity Ombudsman  
For Goa & UTs (except Delhi)

Dated: 22.05.2025