

**BEFORE THE ELECTRICITY OMBUDSMAN
(For the State of Goa and Union Territories)
Under Section 42 (6) of the Electricity Act, 2003**

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Appeal No-261 of 2026

Date of Hearing:12.03.2026
and 19.03.2026

Mode: Videoconferencing

Date of Order: 23.03.2026

In the matter of

Ms. Suparna Sachdev,
Sector-26, Chandigarh.

...Appellant

Versus

Executive Engineer,
Electricity 'OP' Division No. 1
CPDL, Sector-17,
Chandigarh.

...Respondent

In the matter of Ms. Suparna Sachdev, Vs Chandigarh Power Distribution Ltd.
Chandigarh

Present:

Appellant

1. Adv. Sh Prashant Kr Kapila

AR on behalf of Appellant

Respondent(s)

1. Mr. Dhruv Shakuntlam, Sr. Executive Legal. CPDL
CPDL Chandigarh

ORDER

The present representation was filed on 17.02.2026 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 15.01.2026 passed by the Learned Consumer Grievance Redressal Forum, Chandigarh in Case No. G-79/2025.

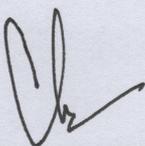
Upon scrutiny, and being satisfied that the representation fulfilled the requirements prescribed under the Regulations, the same was admitted and notice was issued on 18.02.2026. A copy of the representation was forwarded to the Respondent-Executive Engineer Electricity 'OP' Division No 1, Chandigarh Power Distribution Ltd. Sector-17, Chandigarh, calling upon them to submit their reply.

The grievance of the Appellant arose out of a Provisional Assessment raised by the Respondent-Licensee on account of revision of Multiplying Factor (MF) from 40 to 80, resulting in a demand of Rs. 18,01,214/-. The Appellant had, inter alia, challenged the said assessment on grounds of discrepancies in inspection parameters, alleged improper application of the provisions of the Joint Electricity Regulatory Commission (JERC) Electricity Supply Code Regulations, 2018, and non-compliance with prescribed metering and billing standards.

The Learned CGRF, Chandigarh, vide its Order dated 15.01.2026, partly allowed the grievance and directed that the assessment be restricted to the period from 08.08.2024 to 30.09.2025 instead of the originally assessed period.

Aggrieved by the revised demand of Rs. 18,01,214/- raised pursuant to the said Order, the Appellant preferred the present Appeal before this Authority under Section 42(6) of the Electricity Act, 2003 read with the applicable JERC Regulations governing the Consumer Grievances Redressal Forum and Ombudsman.

It is observed that despite opportunity, the Respondent-Licensee has not filed any formal reply/response to the present Appeal. However, the Respondent was duly represented during the proceedings and participated in the discussions culminating in an amicable settlement. In view of the settlement arrived at between the parties, non-filing of a formal reply does not prejudice the adjudication of the present matter.



During the proceedings held on 19.03.2026, both parties submitted that they have amicably resolved the dispute.

The Appellant, through its Authorized Representative, has confirmed that:

the Respondent revised the demand from Rs. 18,01,214/- to Rs. 4.71 lakh and further revised to Rs. 3,32,214/- based on detailed discussion with the Licensee. An amount of Rs. 1,21,796/- has been finalized towards previously billed average consumption, the total amount of approximately Rs. 4.54 lakh has been paid by the Appellant.

The Appellant is fully satisfied with the settlement and seeks withdrawal of the present Appeal.

This Authority derives its jurisdiction under Section 42(5) and 42(6) of the Electricity Act, 2003, which establishes a statutory framework for consumer grievance redressal through CGRF and Ombudsman.

The JERC Electricity Supply Code Regulations, 2018 and the JERC (CGRF & Ombudsman) Regulations provide a comprehensive mechanism governing billing disputes, assessment of charges, metering standards, and adjudication of consumer grievances.

While the Supply Code permits reassessment in cases of under-billing or incorrect application of multiplying factor, such powers are subject to scrutiny under the statutory grievance redressal framework.

It is also pertinent that neither the Electricity Act, 2003 nor the applicable JERC Regulations prohibit amicable settlement of disputes. On the contrary, the scheme of Section 42 promotes expeditious and consumer-centric resolution, including consensual settlement.

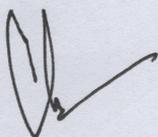
This Authority is conscious that once parties have resolved their dispute, adjudication on merits should ordinarily be avoided unless larger public interest so requires.

The Hon'ble Supreme Court has consistently upheld the sanctity of settlements:

In *B.S. Bajwa v. State of Punjab*, it was held that continuation of proceedings after settlement is unnecessary.

In Jineshwardas v. Jagrani, voluntary compromise was accorded binding effect.

In K.S. Bhoopathy v. Kokila, withdrawal of proceedings post-settlement was recognized as a legitimate course.



It is further well settled that electricity billing disputes are civil/commercial in nature and amenable to settlement, provided such settlement is voluntary, lawful, and not contrary to statutory provisions.

Findings

This Authority has carefully considered the submissions of the Appellant and the terms of settlement placed on record.

It is noted that:

- The dispute pertains to billing arising out of MF application,
- No issue of tariff determination or public interest is involved,
- The settlement has been arrived at voluntarily and without coercion,
- The Appellant has already discharged the settled amount,
- The Respondent, having participated in the proceedings, is deemed to have accepted the settlement.

This Authority is satisfied that the settlement is lawful, voluntary, and not in contravention of the provisions of the Electricity Act, 2003 or the applicable JERC Regulations.

In view of the settlement and payment made, no surviving cause of action remains for adjudication in the present Appeal.

Decision

Accordingly, the request of the Appellant to withdraw the present Appeal is allowed.

The Appeal is disposed of as withdrawn in terms of the settlement arrived at between the parties.

The settlement, as recorded above, shall be binding on both parties.

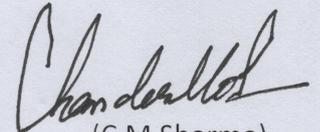
The Respondent-Licensee is directed to:

- Give effect to the settlement forthwith,
- Update and regularize the account of the Appellant accordingly,
- Ensure that no further or residual demand survives on the issues forming the subject matter of the present Appeal,
- Ensure future billing strictly in accordance with the JERC Electricity Supply Code Regulations, 2018.



It is clarified that this Order is passed in view of the mutual settlement and does not constitute an adjudication on merits of the issues involved.

It is further clarified that in the event of any difficulty in implementation of the settlement, either party shall be at liberty to approach this Authority in accordance with law.



(C M Sharma)

Dated: 23.03.2026

Ombudsman (JERC)