

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

Appeal No-296 of 2026

Date of Hearing: 5.10.2026 &
12.10.2026
Mode: Videoconferencing
Date of Order: 15.10.2026

In the matter of
Sh. Sandeep Bansal,
Plot No. 161, Industrial Area Phase-II,
Chandigarh

...Appellant

Versus

Chandigarh Power Distribution Limited,
Through the Executive Engineer (Nodal Officer),
Electricity 'OP' Division No. 2, Chandigarh.

...Respondent(s)

**In the matter of Sh. Sandeep Bansal Versus Executive Engineer, 'OP' Div-2,
CPDL, Chandigarh**

Present:

Appellant

1. Mr. Rajender Singh

AR for Appellant Sh. Sandeep Bansal

Respondent(s)

1. Mr. Manivasagam, Executive Engineer, Div. 2, CPDL
2. Mr. Pankaj, Commercial Manager-2, Div-2, CPDL
3. Mr Chandan Dhar, Sr. Manager (Enforcement), CPDL
4. Mr. Dhruv Shakuntlam, Sr. Executive Legal, CPDL, Chandigarh



ORDER

The present Representation has been filed by Shri Sandeep Bansal, Plot No. 161, Industrial Area, Phase-II, Chandigarh (hereinafter referred to as the "Appellant"), 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 16.02.2026 passed by the Learned Consumer Grievance Redressal Forum, Chandigarh (hereinafter referred to as the "CGRF") in Case No. G-90/2026 and, principally, the Review Order dated 30.07.2026 passed by the Learned CGRF in the said matter.

The grievance of the Appellant arises out of an inspection/testing of the 11 kV metering cubicle installed at his premises Plot No. 161, Industrial Area, Phase-II, Chandigarh by the Enforcement Wing of Chandigarh Power Distribution Limited (hereinafter referred to as the "Respondent" or "CPDL") on 24.09.2025. During the said testing, the R-Phase Current Transformer (CT) ratio was found to be faulty and the meter was reported to be recording slow by 29.99% on account of an internal fault in the CT/PT unit. The inspection report, as relied upon by the Appellant, did not record any tampering, unauthorized interference or external manipulation, and the terminal seals, meter seals and cubicle seals were found intact.

Subsequently, the Respondent issued Memo No. 1834 dated 19.12.2025 raising a short assessment of ₹3,28,551/- for a period of six months, i.e. from 28.02.2025 to 30.08.2025. Aggrieved by the said assessment, the Appellant approached the Learned CGRF, Chandigarh by filing Complaint No. H-90/2026 on 31.12.2025.

The Learned CGRF, vide its order dated 16.02.2026, allowed the complaint of the Appellant and quashed the short assessment of ₹3,28,551/-. The Learned CGRF, inter alia, observed that routine monthly reading/monitoring of HT connections was the responsibility of the officials of the distribution licensee and directed the Respondent to replace the defective 11 kV CT/PT unit.

Thereafter, the Respondent issued a Meter Change Order (MCO) dated 13.03.2026 and also filed a Review Petition dated 12.03.2026 before the Learned CGRF. The Review Petition was disposed of, vide Review Order dated 30.07.2026.

The Appellant has approached this Forum principally aggrieved by the consequences flowing from the Review Order dated 30.07.2026, particularly insofar as the account of the Appellant is liable to be overhauled for the period commencing from 25.09.2025 until replacement of the defective CT/PT unit. The Appellant contends that the defect had already been detected by the Respondent on 24.09.2025 and that the subsequent continuation of the defective metering equipment, and any delay in its replacement, cannot be used as a basis to fasten financial liability upon the Appellant in the absence of any finding of tampering, negligence or unauthorized interference attributable to him.



The Appellant has accordingly sought modification of the Review Order dated 30.07.2026, appropriate reconciliation of his electricity account, reversal/adjustment of any consequential surcharge, delayed payment charges or interest, and issuance of a revised account statement in accordance with the final determination in the present Representation.

A. SUBMISSIONS ON BEHALF OF THE APPELLANT

The Appellant, in support of the present Representation, has, inter alia, submitted as under:

It is submitted that during the inspection/testing conducted by the Enforcement Wing of the Respondent on 24.09.2025, the R-Phase Current Transformer (CT) ratio was found to be faulty, resulting in the meter recording slow by 29.99%. The defect was attributed in the inspection report to an internal fault in the CT/PT unit. It is further submitted that all terminal seals, meter seals and cubicle seals were found intact at the time of inspection. Thus, there was no allegation or finding of tampering, unauthorized interference or manipulation of the metering equipment by the Appellant.

According to the Appellant, the material fact which assumes significance in the present proceedings is that the Respondent became aware of the defective CT/PT unit on 24.09.2025. Once the defect had been detected and recorded by the Respondent, the responsibility for taking immediate corrective action, including replacement of the defective metering equipment, rested upon the Respondent.

The Appellant submits that the Respondent had raised a short assessment of ₹3,28,551/- vide Memo No. 1834 dated 19.12.2025 for the period from 28.02.2025 to 30.08.2025. The said assessment was challenged before the Learned CGRF, which, vide order dated 16.02.2026, allowed the complaint and quashed the assessment. The Learned CGRF also directed replacement of the defective 11 kV CT/PT unit.

The Appellant submits that the Review Order dated 30.07.2026 has the effect of permitting/ requiring the account to be overhauled for the period from 25.09.2025 until replacement of the defective CT/PT unit. According to the Appellant, such financial liability cannot automatically be fastened upon him merely because the metering equipment continued to remain defective after the defect had been detected by the Respondent.

It is submitted that after the defect was detected on 24.09.2025, any delay in replacement of the defective CT/PT unit was within the control of the Respondent. The Appellant contends that he cannot be made financially liable for the consequences arising from the continued use of defective metering equipment during the period in which the Respondent was aware of the defect but had not yet replaced the defective unit.

The Appellant has specifically relied upon the fact that the inspection did not disclose any tampering or unauthorized interference with the metering installation. The seals were found intact and the defect was attributed to an internal fault. It is therefore submitted that, in the absence of any act or omission attributable to the Appellant, the financial consequences arising from the defective CT/PT unit ought not to be imposed upon him.



The Appellant has relied upon the applicable provisions of the JERC Supply Code, 2018 and the Standards of Performance Regulations and submitted that the distribution licensee is required to undertake periodic inspection/testing and to take timely corrective action in respect of defective metering equipment. According to the Appellant, the Respondent failed to discharge its obligations in a timely manner and cannot thereafter rely upon the continuation of the defect to raise a financial demand against the consumer.

The Appellant has specifically relied upon Regulation 6.32 of the JERC Supply Code, 2018.

The Appellant submits that the Respondent was under an obligation to periodically inspect and test HT meters/metering equipment. The alleged failure of the Respondent to detect and rectify the defect within the prescribed framework, according to the Appellant, constitutes a lapse on the part of the Licensee and cannot be used to impose an assessment upon the consumer for a period subsequent to the Respondent's knowledge of the defect.

It is submitted that the Licensee is required to rectify/replace defective metering equipment within the prescribed period. The Appellant contends that once the defective CT/PT unit had been identified on 24.09.2025, the Respondent was required to take prompt corrective action, and any delay thereafter should not result in additional financial burden upon the Appellant.

According to the Appellant, the defect stood established on 24.09.2025 itself. Therefore, the period subsequent thereto cannot be treated in the same manner as a period during which the defect was unknown to the Respondent. The Appellant submits that the Respondent's own knowledge of the defect is a material circumstance which ought to be considered while determining whether any financial liability can be imposed for the subsequent period.

The Appellant has prayed that, after determination of the liability, if any, his account be appropriately reconciled and that CPDL be directed to issue a revised account statement clearly reflecting the amount, if any, finally payable by him.

It is submitted that any surcharge, delayed payment charges, interest or other consequential charges levied upon the disputed amount should also be withdrawn/reversed, since the underlying liability itself is disputed and is subject to final determination in the present proceedings. In case any such amount has already been recovered, the Appellant has sought refund or adjustment thereof against future electricity bills.

In view of the aforesaid submissions, the Appellant has prayed that the Review Order dated 30.07.2026 be modified to the extent that it may fasten liability upon him for the period from 25.09.2025 until actual replacement of the defective CT/PT unit; that no liability be imposed merely on account of the defective CT/PT unit or delay in its replacement in the absence of tampering, negligence or unauthorized interference attributable to the Appellant; and that consequential reconciliation, adjustment/reversal of charges and issuance of a revised account statement be directed accordingly.



B. Submissions on behalf of the Respondent

The Respondent, Chandigarh Power Distribution Limited (CPDL), in its reply, has opposed the present Representation and submitted, inter alia, as under:

At the outset, the Respondent has submitted that the present Representation proceeds on an erroneous understanding of the legal effect of a defective/slow metering arrangement. According to the Respondent, the Appellant seeks to contend that since the inspection did not attribute the defect to any act of tampering, negligence or unauthorized interference on his part, no financial adjustment can be made in respect of the electricity which was under-recorded on account of the defective metering arrangement. The Respondent submits that such proposition is not borne out from the applicable regulatory framework.

It is submitted that the said provision contemplates adjustment/accounting of the difference arising from the defective metering based upon the percentage error and subject to the maximum period prescribed under the Regulation. Therefore, according to the Respondent, the absence of tampering does not, by itself, create an exemption from the regulatory mechanism applicable to inaccurate or slow metering.

It is submitted that the regulatory framework deals with deliberate interference, tampering or pilferage separately from the situation where a meter is found to be inaccurate or slow. According to the Respondent, while tampering may attract provisions relating to theft/tampering, an inaccurate or slow meter is governed by the specific adjustment mechanism contained in Regulation 6.39.

CPDL has stated that it is not alleging any deliberate interference or tampering by the Appellant. Its case is confined to the consequences arising from the established metering error and the regulatory adjustment permissible on that account. The Respondent therefore submits that the Appellant cannot rely upon the absence of a tampering allegation to seek complete waiver of the adjustment contemplated under Regulation 6.39.

During checking, the accuracy of Meter No. CH4EP00034 installed at the premises was tested through NABL-accredited YMPL. The meter was found to be running slow by **29.99%**. The Respondent has relied upon the testing report as the basis for the subsequent regulatory adjustment.

It has stated that the amount of **₹3,28,551/-** was assessed towards shortfall on account of the slow meter and notice was served upon the consumer vide Memo No. 1834 dated 19.12.2025.

The Respondent states that the matter was thereafter reviewed to determine whether the assessment could be recalculated from the date on which the meter was actually found to be slow. However, according to the Enforcement Cell, no specific date of meter slowness could be ascertained from the downloaded data. Consequently, the assessment already calculated for a period of six months, in accordance with the applicable norms, was retained.



In this regard, CPDL has submitted that rectification of the CT/PT unit was to be undertaken after the consumer arranged and provided the CT/PT unit of appropriate size and capacity to the Respondent, as the required CT/PT unit was stated to be not available with CPDL.

It has reproduced the relevant provision in its reply, submitting that where a meter is found to be slow beyond permissible limits and the consumer does not dispute the accuracy of the test, the licensee/consumer is required to replace or rectify the defective meter within the period specified by the Commission, while the consumer is liable to pay the difference due to the defect in the meter at normal rates, based upon the percentage error, for a maximum period of six months or from the date of the last testing, whichever is later, subject to adjustment/accounting in the subsequent bill.

Aggrieved by the said order, and having regard to the statutory/regulatory provisions governing inaccurate metering, the Respondent preferred a Review Petition before the Learned CGRF.

The Learned CGRF, after considering the Review Petition and the material placed on record by the parties, passed the Review Order dated 30.07.2026.

The Respondents submits that it has nowhere sought to invoke provisions relating to theft or tampering against the Appellant. The present demand arises exclusively from the finding that the metering arrangement was recording consumption approximately **29.99% slow**. Thus, according to the Respondent, the question of tampering is not determinative of the question whether the regulatory adjustment contemplated under Regulation 6.39 is applicable.

According to CPDL, the amount assessed is not a penal consequence imposed upon the Appellant for any misconduct. Rather, it is an adjustment towards the difference arising from inaccurate recording of actual electricity consumption because of the defective metering arrangement. The Respondent has submitted that a penalty presupposes a culpable act attracting penal consequences, whereas an adjustment under Regulation 6.39 seeks to account for electricity consumption which was not correctly recorded because of defective metering.

According to CPDL, the Learned CGRF considered the MRI data placed on record and noted that the Respondent had furnished the MRI data for the period from **17.07.2025 to 24.09.2025**. The Review Order thereafter directed overhauling of the account in accordance with its findings and expressly subjected the exercise to Regulation 6.39.

The Respondents has opposed the Appellant's prayer for a complete waiver of the adjustment for the period subsequent to 24.09.2025, submitting that the direction for replacement of the defective CT/PT unit and the question of accounting for inaccurately recorded consumption are distinct regulatory matters. According to CPDL, replacement of the defective component does not, by itself, confer upon the consumer a right to have the regulatory adjustment extinguished.



The Respondents have acknowledged that the Supply Code prescribes periodic testing requirements for meters, including HT/EHT metering arrangements. However, CPDL submits that even assuming a lapse in periodic testing, such circumstance would not automatically extinguish the separate regulatory consequence contemplated under Regulation 6.39 once the meter has actually been tested and found to be slow beyond permissible limits.

Any question regarding compliance with the requirements of periodic testing, according to CPDL, may be considered in the appropriate regulatory context, but cannot be used to rewrite or nullify Regulation 6.39 or to grant an exemption which is not contained in the Regulation itself.

According to CPDL, the said decision considered the issue of short assessment on account of inaccurate metering in the context of Regulation 6.39 and demonstrated that a finding of inaccurate metering does not necessarily result in complete extinguishment of the short assessment; rather, the assessment is required to be brought within the permissible regulatory period and recomputed in accordance with Regulation 6.39. The Respondent submits that the Review Order dated 30.07.2026 took note of the said decision.

The Respondents submits that acceptance of such prayer would effectively nullify the regulatory mechanism applicable to inaccurate metering under Regulation 6.39 and confer upon the Appellant a benefit which is not expressly provided under the said Regulation.

The Respondents has specifically prayed that the Representation be dismissed as being devoid of legal and factual merit, that the speaking Final Order dated 30.07.2026 passed by the Learned CGRF in the Review Petition be upheld, and that such other or further order(s) as may be considered appropriate in the interest of justice be passed.

C. PROCEEDINGS

1. The present representation has been filed by Shri Sandeep Bansal, in respect of his industrial premises situated at Plot No. 161, Industrial Area, Phase-II, Chandigarh, under Section 42(6) of the Electricity Act, 2003, read with Regulations 35 and 36 of the JERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2024, challenging the decision of the Consumer Grievances Redressal Forum (CGRF), Chandigarh, in Complaint No. H-90/2026 and the subsequent review proceedings concerning a supplementary assessment raised by Chandigarh Power Distribution Limited (CPDL).
2. The grievance arises from the supplementary assessment of ₹3,28,551/- raised by CPDL vide Memo No. 1834 dated 19.12.2025, on the allegation that the metering arrangement at the Appellant's premises had under-recorded electricity consumption due to an abnormality associated with the R-phase current transformer (CT) ratio/configuration. The assessment was initially raised for the period from 28.02.2025 to 30.08.2025. The CGRF, vide its order dated 16.02.2026, set aside the said assessment and directed replacement of the defective 11 kV CT/PT unit. Thereafter, CPDL filed a review petition dated 12.03.2026, and the review proceedings culminated in an order

dated 30.07.2026, under which the question of overhauling the Appellant's account for the period commencing from 17.07.2025 and continuing until replacement of the metering arrangement arose.

3. The Appellant has challenged the assessment and the consequential overhauling of his account, contending, inter alia, that the alleged under-registration was not attributable to any tampering or unauthorised interference on his part and that the delay in rectification of the metering arrangement could not be used to impose an extended financial liability upon him. The Respondents, on the other hand, have relied upon the inspection and testing records and contended that the metering arrangement had under-recorded consumption due to the CT ratio/configuration abnormality.
4. During the proceedings before this Authority, the Respondents further submitted that the required CT/PT unit was not available with CPDL and that rectification could be undertaken only after the Appellant arranged and provided a CT/PT unit of appropriate size and capacity. The Respondents also relied upon Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018, as amended, concerning replacement or rectification of defective metering equipment and adjustment of charges attributable to the defect.
5. During the hearing held on 05.10.2026 through video conferencing, the Appellant was represented by Mr. Rajender Singh. The Respondents were represented by Mr. Manivasagam, Executive Engineer, Division-2, Mr. Pankaj, Manager (Commercial-2), and Mr. Dhruv Tyagi, Senior Executive (Legal).
6. During the subsequent hearing held on 12.10.2026 through video conferencing, the Appellant was again represented by Mr. Rajender Singh, who submitted that the relevant supporting material had already been placed on record. On behalf of the Respondents, Mr. Pankaj, Commercial Manager-2, Mr. Chandan Dhar, Manager (Enforcement), and Mr. Dhruv Shakuntlam, Senior Executive (Legal), appeared. Mr. Chandan Dhar submitted additional documents, including the CT tester image dated 24.09.2025, Inspection Report No. 027/006 dated 24.09.2025, HT Protocol No. 225 with meter test results, the calculation sheet, the load-survey data of the old meter bearing No. PBB48615/CH4EP00034, and the load-profile data of the new meter bearing No. CS1H500057. The said documents were taken on record and considered for adjudication.

The aforesaid documents were considered for the purpose of examining the technical basis of the alleged under-registration and the assessment made by the Respondent. The technical material, inter alia, records an apparent discrepancy between the R-Phase CT ratio and the CT ratio stated to have been used for billing purposes. The calculation sheet also refers to an R-Phase error of approximately 89.98% and an aggregate under-registration of approximately 29.99%. These aspects, together with the old-meter and replacement-meter load-profile data, have been examined in the Findings and Analysis section of this Order.



7. The record further indicates that the old energy meter bearing No. PBB48615/CH4EP00034, along with its associated CTs bearing Nos. SE/ME/13/1105-R, SE/ME/13/1105-Y and SE/ME/13/1105-B, was replaced on 13.03.2026 by the new energy meter bearing No. CS1H500057 and CTs bearing Nos. PSC/3663/166130 (R Phase), PSC/3663/166131 (Y Phase) and PSC/3663/166132 (B Phase).
8. The rival submissions and documentary material have been examined with particular reference to the nature and extent of the metering abnormality, the responsibility for arranging and replacing the defective metering equipment, the delay in replacement, and the permissible period and quantum of any adjustment under Regulations 6.39 and 6.47 of the JERC Electricity Supply Code Regulations, 2018.
9. The parties were heard on their respective submissions, and the pleadings and documents available on record, including the additional technical material furnished by the Respondent, have been considered while determining the issues arising in the present Representation.

D. Findings and Analysis

10. I have carefully considered the representation, the reply and additional documents submitted by the Respondents, the technical reports and meter data placed on record, and the submissions made during the hearings. The principal issues requiring determination are:
 - a) the nature and effect of the metering abnormality;
 - b) the period for which under-registration is established by the available evidence;
 - c) the responsibility for arranging and replacing the defective metering equipment; and
 - d) the validity and quantum of the supplementary assessment.
11. The inspection and testing records dated 24.09.2025, including Inspection Report No. 027/006, HT Protocol No. 225 and the associated calculation sheet, indicate an abnormality associated with the R-phase CT ratio/configuration. The test results show a substantial discrepancy between the R-phase current indicated through the metering arrangement and the corresponding reference value, whereas the Y-phase and B-phase results were comparatively consistent with the reference values under the reported test conditions.
12. The calculation sheet records an error of approximately 89.98% for the R phase and an aggregate error of approximately 29.99% under the stated test conditions. These figures relate to different aspects of the test and are not interchangeable. The electronic meter accuracy results, which indicate comparatively small errors at the reported test points, also require the alleged under-registration to be examined with reference to the associated CTs and the overall metering configuration.
13. The material thus indicates that the alleged under-registration may have resulted from a CT ratio/configuration mismatch affecting the metering arrangement, rather than



necessarily from an inherent inaccuracy in the electronic energy meter itself. However, the test results obtained on 24.09.2025 establish the condition observed under the test circumstances; they do not, by themselves, conclusively establish the precise commencement date of the defect or prove that an identical percentage of under-registration persisted throughout every billing period.

14. The Respondents have placed on record load-survey data of the old meter containing readings commencing from 17.07.2025, which indicates an abnormal R-phase current pattern. This is the earliest date from which the relevant data supporting the alleged under-registration has been placed on record.
15. The date of inspection, 24.09.2025, establishes when the abnormality was detected by the Respondents. It does not, by itself, establish that the defect commenced on that date. Conversely, in the absence of relevant earlier data, the assessment cannot be extended to a period preceding 17.07.2025 merely by relying on the six-month provision contained in Regulation 6.39.
16. Accordingly, for the purpose of determining the assessment in the present case, 17.07.2025 is taken as the earliest date from which the alleged abnormality is supported by the data placed on record by the Respondents. This determination is confined to the evidence available in the present proceedings and does not amount to a finding that the defect necessarily commenced on that date in the absence of earlier records.
17. The Respondents have contended that rectification of the CT/PT unit could be undertaken only after the Appellant arranged and provided a CT/PT unit of appropriate size and capacity, as the required equipment was allegedly unavailable with CPDL. This contention has been examined in the context of Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018, as amended.

The amended Regulation 6.39 provides that, where a meter is found to be running slow beyond permissible limits and the consumer does not dispute the accuracy of the test, the Licensee/consumer, as the case may be, shall replace or rectify the defective meter within the period specified by the Commission. The provision further provides for adjustment of the difference in charges attributable to the defect, based on the percentage error, for the prescribed maximum period, subject to the conditions contained therein.

18. The expression "Licensee/consumer, as the case may be" cannot be interpreted as automatically transferring responsibility for arranging and procuring replacement equipment to the consumer whenever the Licensee states that the equipment is unavailable. The applicability of that expression must be determined in the facts and circumstances of the case, having regard to the nature of the defect and the legal basis for requiring a particular party to arrange the replacement equipment.
19. In the present case, the Respondents have not placed on record any letter, notice, email or other contemporaneous communication addressed to the Appellant requesting him to arrange the replacement CT/PT unit. Nor have they produced documentary evidence



establishing that the specifications, size and capacity of the required replacement equipment were communicated to the Appellant or that he was called upon to procure and provide the same as a precondition for rectification.

20. Further, the Respondents have not identified any specific provision of the Supply Code or other legally sustainable basis requiring the Appellant to procure and provide the replacement CT/PT unit merely because the required equipment was unavailable with CPDL. In the absence of such evidence and an identified legal basis for imposing that obligation upon the Appellant, the Respondents have not substantiated their contention that the delay in replacement was attributable to any omission or failure on the Appellant's part.
21. The obligation to facilitate inspection or replacement, where applicable, must be distinguished from the responsibility for procuring and supplying the replacement equipment. The mere assertion that the equipment was unavailable with CPDL does not, by itself, justify transferring the responsibility for arranging the replacement to the Appellant. The Respondents' explanation for the delay must, therefore, be assessed in the context of the Licensee's obligations under the applicable provisions of the Supply Code.
22. Regulation 6.47 of the JERC Electricity Supply Code Regulations, 2018 prescribes a period of 15 working days for replacement of a meter found to be non-working, stuck, running slow, fast or creeping.
23. In the present case, the metering abnormality was detected during inspection on 24.09.2025, whereas the old meter and its associated CTs were replaced only on 13.03.2026. Thus, approximately 170 calendar days elapsed between detection of the abnormality and replacement of the metering arrangement.
24. The Respondents have attributed the delay to the non-availability of the required CT/PT unit and have contended that the Appellant was required to arrange the equipment. However, as discussed above, no contemporaneous communication requesting the Appellant to supply the equipment has been placed on record, and no specific regulatory provision requiring him to do so has been identified. The Respondents have consequently failed to establish that the delay in replacement was attributable to any failure on the part of the Appellant.
25. The applicability of Regulation 6.47 must nevertheless be assessed with reference to the nature of the defect established in the present case. The technical material indicates an abnormality associated with the CT ratio/configuration of the metering arrangement. The fact that both the meter and the CTs were eventually replaced is relevant, but does not, by itself, conclusively establish that the electronic meter independently suffered from a slow-running or non-working condition within the specific terms of Regulation 6.47.
26. Having regard to the detection of the abnormality on 24.09.2025, the prescribed period for corrective action, and the failure of the Respondents to establish that the Appellant



was requested to arrange the replacement equipment, the assessment period must be determined without permitting the Respondents to extend the assessment merely because the defective metering arrangement remained in service until 13.03.2026. For the reasons set out below, the assessment in the present case shall be confined to the period commencing on 17.07.2025 and ending on 16.10.2025 (considering only working days for the sole purpose of accounting for 15 working days only)

27. Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018, as amended, provides for adjustment of the difference in charges attributable to a defective or slow meter, based on the percentage error, for a maximum period of six months or from the date of the last testing, whichever is later, subject to the conditions prescribed therein.
28. The provision must be applied in conjunction with the requirements governing timely replacement or rectification. The six-month provision does not, by itself, establish that the Respondents may assess consumption for every day during which the defective metering arrangement remained in service, irrespective of the date from which the relevant abnormality is supported by evidence or the circumstances of the delay in replacement.
29. In the present case, the earliest relevant data supporting the alleged R-phase abnormality commences on 17.07.2025. The abnormality was detected during inspection on 24.09.2025. Regulation 6.47 prescribes a period of 15 working days for replacement of a meter falling within the categories specified therein. The Respondents have not established that the Appellant was requested to arrange the replacement CT/PT unit or that the delay in replacement was attributable to him.
30. Accordingly, having regard to the evidence and the circumstances of this case, the assessment shall be confined to the period from 17.07.2025 to 16.10.2025, both dates inclusive, subject to verification that 16.10.2025 was the fifteenth working day following the inspection dated 24.09.2025 under the applicable working-day and holiday calendar. The period subsequent to 16.10.2025 up to the actual replacement on 13.03.2026 shall be excluded from the assessment in the circumstances of this case.
31. This determination does not imply that the date of replacement, by itself, establishes the duration or extent of the defect. Rather, it reflects the earliest period supported by the available data and the prescribed period for corrective action following detection. The Respondents cannot extend the assessment beyond the specified period merely because the defective metering arrangement remained in service due to the stated non-availability of equipment.
32. The Respondents shall calculate the difference in charges for the period from 17.07.2025 to 16.10.2025, both dates inclusive, in accordance with Regulation 6.39 and the other applicable provisions of the Supply Code. The calculation shall specify the billing-period-wise consumption, the technical basis for the percentage error or correction factor applied, the applicable tariff and the resulting net amount, if any, recoverable after accounting for amounts already billed or paid, as applicable.



33. The aggregate error of approximately 29.99% recorded under the reported test conditions shall not be applied indiscriminately without a reasoned technical basis demonstrating its applicability to the assessment period. The Respondents must explain how the percentage error or correction factor has been derived and applied to the relevant billing-period-wise consumption, supported by the test results, load-survey data and billing records.
34. The adjustment mechanism under Regulation 6.39 must also be applied subject to the conditions specified in the amended provision, including the condition concerning whether the consumer disputes the accuracy of the test. The Respondents shall address that condition in the revised calculation and shall not treat the existence of a metering abnormality as dispensing with the need to satisfy the applicable regulatory requirements.
35. Any adjustment must account for amounts already billed or paid, as applicable, and must not result in duplicate recovery. Only the net amount, if any, established as recoverable under the applicable Regulations and supported by reliable technical and billing evidence may be raised against the Appellant.

E. Overall finding

36. On consideration of the material on record, the Respondents have not substantiated their contention that the Appellant was required to arrange and provide the replacement CT/PT unit. No contemporaneous communication requesting the equipment or specific regulatory provision imposing such an obligation has been placed on record. The Respondents have consequently failed to establish that the delay in replacement was attributable to any omission on the part of the Appellant.
37. The earliest period supported by the relevant load-survey data commences on 17.07.2025. Having regard to the inspection dated 24.09.2025 and the prescribed period for corrective action, the assessment shall be restricted to the period from 17.07.2025 to 16.10.2025, both dates inclusive, subject to verification of the applicable working-day calendar. The period thereafter until replacement on 13.03.2026 shall be excluded from the assessment in the circumstances of this case.
38. The supplementary assessment must accordingly be recalculated for the specified period in accordance with Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018, as amended, and supported by reliable technical and billing evidence. The validity and quantum of the assessment shall be determined strictly in accordance with the applicable Regulations and the directions contained in the operative part of this Order.

F. CONCLUSION

In view of the foregoing discussion, I find that the under-registration of energy at the Appellant's premises was attributable to a mismatch between the actual R-phase CT ratio of 200/5 A and the ratio of 20/5 A configured in the billing system. The available



testing records do not establish that the electronic meter or the R-phase CT was defective. Nor do the records conclusively establish who originally introduced the mismatch or the precise date on which it commenced.

The available load-survey data supports the existence of the abnormality from 17.07.2025, while the inspection dated 24.09.2025 brought the mismatch to the Respondents' notice. The meter and all three CTs were ultimately replaced on 13.03.2026. The Respondents have not produced contemporaneous documentary evidence establishing that the Appellant was requested to arrange the replacement equipment, informed of the required specifications, or made responsible for the delay in rectification.

The Respondents' contention that the delay was attributable to the Appellant is, therefore, not established. At the same time, the provisions of the JERC Electricity Supply Code Regulations, 2018, concerning defective or slow meters cannot be applied mechanically without determining their applicability to the configuration mismatch established in this case. The period of assessment must be determined with reference to the evidence of under-registration, the applicable regulatory provisions and the circumstances in which rectification was delayed.

For the reasons recorded in the Findings and Analysis, the permissible period for recalculation in the present case is confined to 17.07.2025 to 16.10.2025, both days inclusive. The assessment shall not be extended to the subsequent period from 17.10.2025 to 13.03.2026, having regard to the Respondents' failure to establish that the Appellant was responsible for the delay after the abnormality had been detected.

The short assessment of ₹3,28,551/- raised vide Memo No. 1834 dated 19.12.2025 is consequently not sustainable in its existing form. The impugned order dated 30.07.2026 passed by the Learned Consumer Grievance Redressal Forum, Chandigarh, is liable to be modified to the extent set out in the operative directions below.

Accordingly, the Appeal is **partly allowed**, and the impugned order is modified to the extent indicated herein. The existing demand is set aside in its present form, without precluding a fresh calculation strictly in accordance with the findings and directions contained in this Order.

G. ORDER

In view of the foregoing findings and analysis, the representation is disposed of with the following directions:

1. The Respondents' contention that the Appellant was required to arrange and provide the replacement CT/PT unit is not accepted, as no contemporaneous communication conveying the required specifications or requesting the Appellant to procure the equipment has been placed on record, and no specific legal basis for imposing such an obligation has been established.

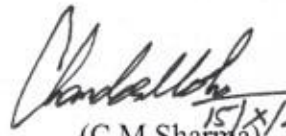


2. The Respondents shall recalculate the disputed assessment for the period from 17.07.2025 to 16.10.2025, both dates inclusive, subject to verification that 16.10.2025 was the fifteenth working day following the inspection dated 24.09.2025 under the applicable working-day and holiday calendar. The period from 17.10.2025 to 13.03.2026 shall be excluded from the assessment in the circumstances of this case.
3. The revised calculation shall comply with Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018, as amended, and shall include billing-period-wise consumption, the technical basis for the percentage error or correction factor applied, the applicable tariff, and the computation of the net amount, if any, recoverable after accounting for amounts already billed or paid, as applicable.
4. The Respondents shall not apply the aggregate error of approximately 29.99% without providing a reasoned technical basis demonstrating its applicability to the specified assessment period. The revised calculation shall be supported by the relevant test results, load-survey data and billing records and shall address the conditions prescribed under Regulation 6.39.
5. The Respondents shall communicate the revised calculation, together with the supporting statement and basis of computation, to the Appellant within **30 days** from the date of receipt of this Order. Any amount found recoverable shall be raised or adjusted, as applicable, strictly in accordance with the governing Regulations. Any amount found not recoverable shall be withdrawn or adjusted accordingly.
6. The Respondents shall provide the Appellant with an updated account statement reflecting the adjustment made pursuant to this Order.
7. A certified copy of this order be sent to both the parties
8. The parties shall bear their own costs.

The representation is disposed of in the above terms.

Ordered accordingly.

Dated: 15.10.2026


(C M Sharma)
15/10/26
Ombudsman (JERC)