

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-280 of 2026 &
281 of 2026

Date of Video Conferencing: 18.08.2026,
7.09.2026, 10.09.2026 & 9.10.2026
Date of Order: 16.10.2026

In the matter of

1. Dr. Ms. Anju Goel, Warden, GH-1, Punjab University, Chandigarh in case No 280/2026
2. Dr. Ms. Papiya Mukherjee, Warden, GH-2, Punjab University, Chandigarh in case No 281/2026

Appellant(s)

Versus

1. CPDL, Chandigarh,
Through the Executive Engineer (S.M)
Division No. 1, CPDL, Chandigarh.

Respondent(s)

Present:

1. Ld. Adv. Mr. Dhruv Dargan
Proxy Counsel for Ld. Adv. Rohit Arora
1. Mr. Sukhwinder Singh,
Commercial Manager-I, Division No. 1, CPDL, Chandigarh.
2. Mr. Chandan Dhar,
Sr. Manager (Enf), CPDL, Chandigarh
3. Mr. Dhruv Shakuntlam,
Sr. Executive Legal, CPDL, Chandigarh.

for Appellant Dr. Ms. Anju Goel
& Dr. Ms. Papiya Mukherjee

... Respondent(s)



ORDER

The two connected appeals, being Appeal No. 280 of 2026 and Appeal No. 281 of 2026, have been preferred 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 Regulations"), by Dr. Ms. Anju Goyal and Dr. Ms. Papiya Mukherjee, respectively, in respect of the electricity connections pertaining to Girls Hostel-1 and Girls Hostel-2, Punjab University, Sector-14, Chandigarh. The Appellants assail the orders dated 15.01.2026 passed by the Learned Consumer Grievance Redressal Forum (CGRF), Chandigarh, in Complaint No. G-39/2025 and Complaint No. G-40/2025, respectively, as well as the corresponding Review Orders dated 18.02.2026 passed by the Learned CGRF.

Appeal No. 280 of 2026 was instituted before this Authority on 16.07.2026, whereas Appeal No. 281 of 2026 was instituted on 17.07.2026. Upon admission of the appeals, notices dated 20.07.2026 were issued to the Respondents, including the Executive Engineer, Nodal Officer, Division-I, Chandigarh Power Distribution Limited (CPDL), calling upon them to file their respective replies/comments to the appeals. Respondent No. 3, Chandigarh Power Distribution Limited (CPDL), filed its reply/comments vide email dated 30.07.2026, which were taken on record.

The matters were thereafter listed for hearing on 18.08.2026 and 07.09.2026. On both occasions, Ld. Advocate Mr. Rohit Arora, appearing on behalf of both the Appellants, was not available to argue the matters. On his behalf, Ld. Advocate Mr. Dhruv Dargan, appearing as proxy counsel, informed this Authority that Mr. Rohit Arora was engaged in a matter before the Hon'ble High Court of Punjab and Haryana and requested an adjournment. The request was accordingly considered by this Authority.

Upon consideration of the pleadings and material placed on record, it was observed that both the Appeals arise out of substantially similar facts and involve common questions concerning the retrospective adjustment of energy charges consequent upon the detection of slow recording of the respective electricity meters during inspection/testing conducted on **14.07.2025**.

In both cases, the Respondent-Licensee, Chandigarh Power Distribution Limited (hereinafter referred to as "**CPDL**" or "**Respondent**"), raised a short-assessment for a period of six months by invoking **Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018**. The Learned Consumer Grievance Redressal Forum, Chandigarh (hereinafter referred to as "**Learned CGRF**"), initially dealt with the complaints vide orders dated **15.01.2026** and thereafter passed Review Orders dated **18.02.2026**.

Since both Appeals involve common questions relating to the interpretation and application of Regulation 6.39, the evidentiary basis for determining the retrospective period of adjustment, and the significance of the technical and consumption data subsequently placed on record, the Appeals were heard together.

The two cases, however, involve different meters, different technical records, different assessment amounts and different evidentiary circumstances. Accordingly, while the

common legal and procedural issues are dealt with together, the technical evidence and findings relating to each meter are considered separately.

The pleadings, documents and other material available on record have been carefully perused. The submissions advanced in the appeals and the replies/comments filed by the Respondents, insofar as relevant for determination of the issues arising in these appeals, are noticed and considered hereinafter.

A. Applications for Condonation of Delay and Grant of Ad Interim Stay

The Appellants in both appeals filed applications seeking condonation of delay in filing their respective appeals, along with applications for grant of ad interim stay against payment of the disputed amounts.

Both applications in the respective appeals were taken up for hearing on 11.09.2026 through video conferencing. Upon consideration of the submissions made during the hearing, the delay in filing both appeals was condoned. Further, ad interim stay against payment of the disputed amounts was granted in both cases, pending further consideration of the appeals.

The aforesaid interlocutory applications thus stand disposed of in terms of the orders passed on 11.09.2026. The grant of ad interim relief shall not be construed as an expression of opinion on the merits of either appeal, which are being examined independently in the present final order.

B. Submissions on behalf of the Appellant

(I) Appeal No. 280 of 2026

(Dr. Anju Goyal, Warden, Girls Hostel No. 1, Punjab University, Chandigarh)

1. The present Appeal has been preferred by Dr. Anju Goyal, Warden, Girls Hostel No. 1, Panjab University, Sector 14, Chandigarh, bearing Consumer Account No. 104/1444/004900Q, sanctioned load of 56.80 kW and Meter Nos. 06734030 / CH3E2441, against the orders dated 15.01.2026 and 18.02.2026 passed by the Learned CGRF, Chandigarh, in Complaint No. G-39/2025. The dispute concerns a short-assessment demand of ₹5,23,057 raised by CPDL for the period 12.11.2024 to 12.05.2025.
2. The Appellant has challenged the Final Order dated 15.01.2026 and the subsequent Review Order dated 18.02.2026 passed by the Consumer Grievances Redressal Forum, Chandigarh, in Complaint No. G-39/2025. The grievance principally concerns the legality of the retrospective short-assessment raised by Chandigarh Power Distribution Limited (CPDL), the applicable provision of the JERC Electricity Supply Code, 2018, and the validity of the subsequent review proceedings.
3. The Appellant submits that Panjab University is a statutory university and that Girls Hostel No. 1, having electricity Account No. 104/1444/004900Q and a sanctioned load of 56.70 kW under the domestic category, receives electricity through a metering installation situated on a pole belonging to the Respondent outside the hostel premises. According to the Appellant, the meter and associated metering infrastructure were installed and maintained by the distribution licensee.

4. The Appellant states that the metering installation was inspected by CPDL on 14.07.2025 under Inspection Report No. 005/02. The subsequent Testing Report No. 193 issued by M/s YMPL indicated that the meter was recording 48.16% slow. The Appellant attributes the reported inaccuracy to defective external potential wiring, including a carbonised Y-phase wire and a broken B-phase wire, resulting in the absence of B-phase voltage at the meter. It is contended that the defect was external to the meter's internal measuring mechanism and was subsequently rectified by CPDL.
5. Pursuant to the inspection, CPDL issued Memo No. 1168 dated 18.07.2025, raising a short-assessment demand of ₹5,23,057 for the period 12.11.2024 to 12.05.2025, purportedly under Clause 6.39 of the JERC Electricity Supply Code, 2018. Aggrieved by the demand, the Appellant approached the CGRF through Complaint No. G-39/2025. The Appellant states that the Forum, through its Admission Notice dated 11.09.2025, directed CPDL not to recover the disputed amount pending disposal of the complaint.
6. The Appellant submits that the CGRF, by its Final Order dated 15.01.2026, recorded that the slowness resulted from defective external wiring rather than an internal defect of the meter. The Forum also observed that CPDL had failed to produce MRI data establishing the date on which the fault commenced. On that basis, the Forum declined to sustain the six-month assessment under Clause 6.39 and directed revision of the account under Clause 7.12, restricting the assessment to three billing cycles.
7. The Appellant contends that CPDL, instead of implementing the aforesaid order, filed a Review Petition dated 02.02.2026 before the same Forum. The Appellant had objected to the maintainability of the review proceedings through an e-mail dated 06.02.2026. It is submitted that the Forum did not adequately address that objection and, by its Review Order dated 18.02.2026, substituted the earlier three-month assessment with a six-month assessment under Clause 6.39, notwithstanding the absence of fresh MRI data or other evidence establishing the commencement of the defect.
8. Regarding the review proceedings, the Appellant argues that the statutory power of review, if available, must be exercised within its prescribed limits and cannot be employed merely to substitute a different interpretation of the same material. The Appellant further submits that the participation of a serving officer of CPDL as Member (Licensee) in deciding CPDL's own Review Petition gave rise to an apprehension of institutional bias. The Appellant accordingly questions the procedural fairness and sustainability of the Review Order.
9. On the merits of the assessment, the Appellant submits that Clause 6.39 was wrongly invoked because the reported inaccuracy arose from carbonised or broken external potential wiring and not from an intrinsic defect in the meter. It is further contended that, in the absence of reliable MRI data identifying the



- commencement and duration of the fault, a retrospective assessment for six months cannot be justified merely by applying the percentage of slowness recorded on the inspection date.
10. The Appellant also disputes the three-month assessment contemplated in the original CGRF order. It is submitted that the historical consumption records, the regular payment of electricity bills and the absence of any abnormality previously reported by the meter-reading staff do not support the proposed retrospective assessment. The Appellant emphasises that the meter and CT chamber were sealed and intact and that CPDL itself did not attribute intentional damage or tampering to the consumer.
 11. The Appellant further submits that, following the Review Order, CPDL reflected arrears of ₹7,61,024.10 in Electricity Bill/Invoice No. 809000077503, which showed a consolidated amount of ₹14,17,914. According to the Appellant, the detailed calculation sheet, relevant MRI data and supporting comparison reports were not furnished, thereby depriving the Appellant of an adequate opportunity to verify and contest the revised demand.
 12. The Appellant accordingly seeks setting aside of the Review Order dated 18.02.2026 and modification of the original order dated 15.01.2026 to the extent that it permits retrospective assessment. Consequential cancellation of the disputed short-assessment and associated arrears is sought. In the alternative, the Appellant requests that no revised demand be enforced without disclosure of the supporting technical records, a detailed calculation sheet and an opportunity to respond.

**(II) Submissions on behalf of the Respondent
(Chandigarh Power Distribution Limited (CPDL))**

1. The Respondent, CPDL, opposes the appeal and supports the Review Order dated 18.02.2026 passed by the CGRF in Complaint No. G-39/2025, whereby the Appellant's account was directed to be overhauled for six months under Clause 6.39 of the JERC Electricity Supply Code, 2018.
2. As a preliminary objection, the Respondent contended that the appeal had been filed beyond the prescribed period under Regulation 36(1)(f) of the JERC CGRF and Ombudsman Regulations, 2024, and opposed the Appellant's application for condonation of delay. The said objection and application were considered in the interlocutory proceedings held on 11.09.2026, when the delay was condoned. The Respondent's remaining submissions on the merits are recorded hereunder.
3. The Respondent submits that the metering installation at Girls Hostel No. 1 was inspected on 14.07.2025 and that Testing Report No. 193 of M/s YMPL established that the meter was recording 48.16% slow. According to CPDL, the meter continued to register electricity consumption but did so inaccurately because of the defective potential wiring. The inspection and testing therefore provided a direct technical basis for raising a short-assessment demand.



4. CPDL states that Memo No. 1168 dated 18.07.2025 raised a demand of ₹5,23,057 for the period 12.11.2024 to 12.05.2025. The Respondent maintains that the demand was calculated under Clause 6.39 of the Supply Code on the basis of the percentage error established through testing and within the six-month period contemplated by that provision.
5. Regarding the maintainability of the review proceedings, CPDL relies upon Regulation 28 of the JERC CGRF and Ombudsman Regulations, 2024, which expressly empowers the Forum to review its orders on the grounds specified therein. CPDL submits that its Review Petition dated 02.02.2026 was filed within thirty days of the original order dated 15.01.2026 and was therefore within the prescribed period.
6. The Respondent further submits that the review was sought in light of the Ombudsman's order dated 29.01.2026 in Appeal No. 255 of 2025, Shri Upjeet Singh v. CPDL. According to CPDL, that decision addressed the distinction between a meter that is defective, stuck, stopped or burnt and an installation in which the meter continues recording energy inaccurately because of defective external wiring. CPDL contends that this constituted sufficient reason for the CGRF to reconsider its earlier application of Clause 7.12.
7. In response to the allegation of institutional bias, the Respondent submits that the participation of a Member (Licensee) is contemplated by the regulatory framework governing the composition of the CGRF. CPDL further points out that the same Member participated in the original proceedings, in which the Forum had restricted the assessment period to three months. It is therefore contended that the mere participation of the designated Member (Licensee) does not establish bias in the review proceedings.
8. On the applicability of the Supply Code, CPDL submits that Clause 6.39 governs the present case because the meter was found to be recording slow beyond permissible limits and the percentage error was established through testing. According to the Respondent, Clause 7.12 concerns assessment in cases of defective, stuck, stopped or burnt meters and is not the appropriate provision where the meter continued registering consumption, albeit inaccurately.
9. CPDL further submits that the obligation to maintain the metering installation does not extinguish the consumer's liability to pay for electricity actually consumed but not correctly registered. The Respondent relies upon the consumer's obligations under Clause 6.16 of the Supply Code and submits that a routine meter-reading entry indicating "Meter OK" cannot be treated as certification that the entire potential-wiring arrangement was free from defects.
10. As regards the absence of MRI data identifying the precise date of occurrence, CPDL maintains that the laboratory test independently established the percentage of inaccuracy and that Clause 6.39 permits correction of the account on the basis of the test report, subject to its prescribed conditions. The Respondent also



submits that historical consumption patterns cannot displace the results of direct technical testing.

11. With respect to the consolidated bill and the Appellant's request for supporting calculations, CPDL submits that the disputed short-assessment is confined to ₹5,23,057. It has expressed willingness to furnish a fresh itemised calculation sheet and to make appropriate adjustments if any excess amount is found to have been recovered.
12. The Respondent accordingly seeks affirmation of the Review Order dated 18.02.2026, dismissal of the appeal on merits and confirmation of the short-assessment raised under Clause 6.39 of the Supply Code.

(III) Submissions on behalf of the Appellant

Appeal No. 281 of 2026

(Dr. Papiya Mukherjee, Warden, Girls Hostel No. 2, Punjab University, Chandigarh)

1. The present Appeal has been preferred by Dr. Papiya Mukherjee, Warden, Girls Hostel No. 2, Panjab University, Sector 14, Chandigarh, bearing Consumer Account No. 104/1474/002500W, sanctioned load of 111.560 kW and Meter Nos. 12484850 / CH3E32388, against the orders dated 15.01.2026 and 18.02.2026 passed by the Learned CGRF, Chandigarh, in Complaint No. G-40/2025. The dispute concerns a short-assessment demand of ₹6,87,374 raised by CPDL for the period 30.12.2024 to 30.06.2025.
2. The Appellant challenges the Final Order dated 15.01.2026 and the Review Order dated 18.02.2026 passed by the CGRF, Chandigarh, in Complaint No. G-40/2025, arising from a retrospective short-assessment raised by CPDL in respect of Girls Hostel No. 2, Panjab University, Chandigarh.
3. The Appellant submits that Girls Hostel No. 2 has electricity Account No. 104/1474/002500W, with a sanctioned load of 111.560 kW under the domestic category. The metering installation is stated to be situated on a pole belonging to CPDL outside the hostel premises and, according to the Appellant, was under the licensee's control and maintenance.
4. The Appellant states that CPDL inspected the metering installation on 14.07.2025 under Inspection Report No. 006/02. Testing Report No. 194 of M/s YMPL subsequently recorded that the meter was running 57.74% slow. The Appellant attributes the reported inaccuracy to defective external potential wiring, namely a carbonised Y-phase wire and a broken B-phase wire, resulting in the absence of B-phase voltage at the meter.
5. Following the inspection, CPDL issued Memo No. 1165 dated 18.07.2025, demanding ₹6,87,374 towards alleged short-assessment for the period 30.12.2024 to 30.06.2025 under Clause 6.39 of the JERC Electricity Supply Code, 2018. The Appellant challenged the demand before the CGRF through Complaint No. G-40/2025. The Appellant states that the Forum, through its Admission Notice dated



- 16.09.2025, restrained recovery of the disputed amount pending disposal of the complaint.
6. The Appellant submits that, by its Final Order dated 15.01.2026, the CGRF recognised that the meter's slowness was attributable to defective external wiring rather than a fault within the meter itself. The Forum also noted the absence of MRI data identifying the commencement of the defect and directed that the account be overhauled under Clause 7.12 instead of sustaining the six-month assessment under Clause 6.39.
 7. The Appellant states that CPDL thereafter filed a Review Petition dated 02.02.2026. The Appellant objected to its maintainability through an e-mail dated 05.02.2026. It is contended that, without production of fresh MRI data or other material establishing the date of occurrence of the defect, the CGRF passed its Review Order dated 18.02.2026, directing six-month overhauling under Clause 6.39.
 8. The Appellant questions the maintainability and scope of the review proceedings. It is submitted that a review cannot ordinarily be treated as an unrestricted rehearing of the original complaint and that the Forum ought to have addressed the objection regarding maintainability before altering its earlier decision. The Appellant also raises an objection concerning the participation of a serving CPDL officer as Member (Licensee) in the proceedings initiated by CPDL itself.
 9. On the merits, the Appellant submits that the defect concerned external potential wiring and that CPDL has not established the date on which the wiring deteriorated or the period during which electricity was allegedly under-recorded. It is contended that the percentage of slowness recorded on 14.07.2025 cannot, without supporting evidence, be assumed to have persisted throughout the preceding six months.
 10. The Appellant further submits that the meter and CT chamber were sealed and intact, that the periodic bills were regularly paid and that the historical consumption records did not disclose any abnormality sufficient to establish the alleged retrospective shortfall. It is also pointed out that CPDL did not impose a penalty or allege that the wiring damage was intentional.
 11. The Appellant disputes the subsequent arrears reflected in the electricity bills. According to the pleadings, Bill/Invoice No. 806000064202 reflected arrears of approximately ₹7.47 lakh, while a subsequent bill dated 30.06.2026 reflected further arrears. The Appellant contends that the basis of these amounts was not adequately disclosed and that the relevant calculation sheet, MRI data and comparison reports were not supplied despite requests.
 12. The Appellant accordingly seeks setting aside of the Review Order dated 18.02.2026 and modification of the original order dated 15.01.2026 insofar as it permits retrospective assessment. The Appellant also seeks cancellation of the disputed short-assessment and consequential arrears. In the alternative, it requests that CPDL be directed to disclose the complete technical and billing basis



of its demand and afford a reasonable opportunity to contest the same before any recovery is undertaken.

**(IV) Submissions on behalf of the Respondent
(Chandigarh Power Distribution Limited (CPDL))**

1. The Respondent opposes Appeal No. 281 of 2026 and supports the Review Order dated 18.02.2026 passed by the CGRF in Complaint No. G-40/2025, directing overhauling of the Appellant's account for six months under Clause 6.39 of the JERC Electricity Supply Code, 2018.
2. CPDL initially raised an objection regarding limitation under Regulation 36(1)(f) of the JERC CGRF and Ombudsman Regulations, 2024, and opposed the application seeking condonation of delay. The objection was considered in the interlocutory proceedings held on 11.09.2026, when the delay was condoned. The Respondent's substantive defence to the appeal is set out below.
3. The Respondent submits that the metering installation at Girls Hostel No. 2 was inspected on 14.07.2025 and that Testing Report No. 194 of M/s YMPL established that the meter was recording 57.74% slow. CPDL maintains that the defect in the potential-wiring arrangement resulted in inaccurate energy registration, notwithstanding the continued operation of the meter.
4. According to CPDL, the inspection and testing justified the short-assessment demand of ₹6,87,374 raised through Memo No. 1165 dated 18.07.2025 for the period 30.12.2024 to 30.06.2025. The Respondent submits that the demand was calculated on the basis of the established percentage error and within the period prescribed under Clause 6.39 of the Supply Code.
5. Regarding the review proceedings, CPDL relies upon Regulation 28 of the JERC CGRF and Ombudsman Regulations, 2024, which confers an express power of review upon the Forum on specified grounds. It submits that the Review Petition dated 02.02.2026 was filed within thirty days of the original order dated 15.01.2026 and was therefore maintainable in point of time.
6. CPDL further relies upon the Ombudsman's order dated 29.01.2026 in Appeal No. 255 of 2025, Shri Upjeet Singh v. CPDL. According to the Respondent, the decision addressed the applicability of Clause 6.39 where the meter continued to register consumption inaccurately because of defective external wiring. CPDL submits that the decision constituted sufficient reason for the CGRF to reconsider its original order under Regulation 28.
7. In answer to the allegation of institutional bias, CPDL submits that the composition of the CGRF, including the participation of a Member (Licensee), is prescribed by the applicable Regulations. It further points out that the same Member participated in the original proceedings in which the Forum restricted the assessment period to three months. The Respondent therefore disputes the allegation that the presence of the designated Member rendered the review proceedings unfair.



8. On the applicability of the Supply Code, CPDL submits that Clause 6.39 governs a case in which testing establishes that the meter is recording slow beyond permissible limits. It distinguishes Clause 7.12 on the ground that the present meter was neither stuck nor stopped nor burnt, but continued to register consumption inaccurately owing to defective potential wiring.
9. The Respondent further submits that its responsibility for maintenance of the metering installation does not, by itself, exempt the consumer from payment for electricity actually consumed but not correctly recorded. CPDL also relies upon the consumer's obligations under Clause 6.16 of the Supply Code and contends that routine meter-reading entries cannot conclusively establish the absence of a defect in the external metering connections.
10. As regards the absence of MRI data identifying the commencement of the fault, CPDL submits that the laboratory test independently established the meter's percentage error. It maintains that the resulting correction of the account is permissible under Clause 6.39, subject to the conditions prescribed therein. The Respondent further contends that the historical consumption pattern does not invalidate the direct findings of the inspection and testing.
11. CPDL maintains that the disputed short-assessment is restricted to ₹6,87,374 and that no additional amount is claimed on account of the original short-assessment beyond the sum lawfully recoverable. In response to the Appellant's objection regarding the consolidated arrears, CPDL has expressed willingness to furnish an itemised calculation sheet and make appropriate adjustments if any excess recovery is established.
12. The Respondent accordingly seeks affirmation of the Review Order dated 18.02.2026, dismissal of the appeal on merits and confirmation of the six-month short-assessment under Clause 6.39 of the JERC Electricity Supply Code, 2018.

(V) PROCEEDINGS

1. Both the cases were taken up for hearing through videoconferencing.
2. The present Appeals, bearing Nos. 280 and 281 of 2026, have been preferred by the respective Wardens of Girls Hostel Nos. 1 and 2, Panjab University, Sector 14, Chandigarh, under Section 42(6) of the Electricity Act, 2003, read with the applicable provisions of the JERC CGRF and Ombudsman Regulations, 2024. Both Appeals arise from orders dated 15.01.2026 and subsequent Review Orders dated 18.02.2026 passed by the Learned Consumer Grievances Redressal Forum, Chandigarh, in Complaint Nos. G-39/2025 and G-40/2025 respectively.
3. Appeal No. 280 of 2026 relates to Girls Hostel No. 1, Consumer Account No. 104/1444/004900Q, sanctioned load 56.80 kW, and Meter Nos. 06734030 / CH3E2441.
3. In Appeal No. 280 of 2026, the Appellant had challenged the demand of ₹5,23,057/- raised by CPDL consequent upon the inspection/testing of Meter No. 06734030/CH3E2441 on 14.07.2025.



4. Appeal No. 281 of 2026 relates to Girls Hostel No. 2, Consumer Account No. 104/1474/002500W, sanctioned load 111.560 kW, and Meter Nos. 12484850 / CH3E32388. The disputed short-assessment amounts to ₹6,87,374 for the period 30.12.2024 to 30.06.2025.
5. In Appeal No. 281 of 2026, the Appellant had challenged the demand of ₹6,87,374/- raised by CPDL consequent upon the inspection/testing of Meter No. 12484850/CH3E32388 on 14.07.2025.
6. The Learned CGRF passed orders dated **15.01.2026** in the respective complaints. In the case of Girls Hostel No. 1, the Learned CGRF recorded, inter alia, that the slowness had been attributed to the missing/zero B-phase voltage due to carbonisation of the secondary wire and that the exact date of occurrence of the fault was not established by MRI data. The Learned CGRF accordingly directed overhauling under Regulation 7.12 for a limited period.
In the case of Girls Hostel No. 2, the Learned CGRF recorded, inter alia, that the slowness had been attributed to the R & B phase secondary CT wire carbonised however, R & B phase actual current as measured by Clamp-ON meter was R (12.4A) and B (44.5A). The exact date of occurrence of the faults were not established by MRI data. The Learned CGRF accordingly directed overhauling under Regulation 7.12 for a limited period.
7. CPDL thereafter filed Review Petitions dated **02.02.2026** before the Learned CGRF, relying, inter alia, upon the order dated **29.01.2026** passed by this Authority in Appeal No. 255 of 2026, and contending that Regulation 6.39, rather than Regulation 7.12, was applicable.
8. The Learned CGRF entertained the Review Petitions and passed Review Orders dated **18.02.2026**, whereby the basis of the earlier orders was altered and Regulation 6.39 was applied to the respective cases.
9. Aggrieved by the Review Orders dated 18.02.2026, the Appellants preferred the present Appeals before this Authority. Applications for condonation of delay and applications seeking interim protection were also filed.
10. The Respondent opposed the applications for condonation of delay, contending that the Appeals had been filed beyond the period prescribed under Regulation 36(1)(f) of the CGRF & Ombudsman Regulations, 2024.
11. The applications for condonation of delay and for ad interim protection were considered by this Authority on **11.09.2026**. Vide order dated 11.09.2026, the delay in filing the respective Appeals was condoned and ad interim protection against recovery of the disputed amounts was granted, subject to the terms of the said order.
12. During the pendency of the Appeals, this Authority directed the Respondent to furnish the available meter-download/MRI, tamper and associated technical data so that the question of the commencement and duration of the metering abnormality could be examined on the basis of objective material.



13. In compliance with the aforesaid direction, the Respondent furnished meter-download/MRI and associated technical material vide email dated **23.09.2026**. The said material has been taken on record and has been considered separately in relation to each meter.
14. In particular, in respect of Meter No. 06734030/CH3E2441, the data furnished vide email dated 23.09.2026 principally covered the period **17.03.2026 to 15.09.2026**, i.e. subsequent to the inspection dated 14.07.2025. The same meter continued at site until its replacement in September 2026.
15. Since the material available on record did not satisfactorily establish the commencement of the abnormality, particularly in respect of Meter No. 06734030 and 12484850 and since the duration of the abnormality was material for determining the permissible retrospective adjustment under Regulation 6.39, the Respondent was further directed to furnish consumption data for at least two years preceding the date of inspection, i.e. 14.07.2025, in respect of both meters.
16. In compliance with the aforesaid direction, the Respondent furnished the relevant meter-reading/consumption data vide email dated **01.10.2026**. The said data has also been taken on record and has been considered as corroborative material while examining the historical consumption pattern of the respective premises.
17. The Appeals were thereafter heard together. The pleadings, documents, technical records, meter data, consumption data and submissions made by both sides have been carefully considered.

(VI) Issues for determination

1. Whether the Review Petitions filed by CPDL were maintainable and whether the Learned CGRF exercised its review jurisdiction within the scope of Regulation 28 of the JERC CGRF and Ombudsman Regulations, 2024.
2. Whether the reported inaccuracies arose from defects internal to the meters or from faults in the associated external current or potential circuits, and which provision of the JERC Electricity Supply Code, 2018 governs the resulting assessment.
3. Whether the inspections and testing conducted on 14.07.2025, together with the meter-download data furnished on 23.09.2026, establish the commencement, continuity and extent of the alleged under-recording in each case.
4. Whether the respective six-month assessments under Regulation 6.39 are supported by the prescribed testing procedure, the available technical evidence and a verifiable calculation of the disputed amounts.
5. Whether the Appellants were furnished sufficient information and afforded a reasonable opportunity to verify and contest the short-assessment demands.
6. What relief and consequential directions, if any, are warranted in each Appeal.



(VII) Findings and analysis

PARTICULARS OF THE TWO APPEALS

Particular	Appeal No. 280 of 2026	Appeal No. 281 of 2026
Consumer	Panjab University, Girls Hostel No. 1	Panjab University, Girls Hostel No. 2
Consumer Account No.	104/1444/004900Q	104/1474/002500W
Meter No.	06734030 / CH3E2441	12484850 / CH3E32388
Sanctioned Load	56.700 kW	111.560 kW
Inspection/Test Date	14.07.2025	14.07.2025
Slowness detected	48.16%	57.74%
Assessment period	12.11.2024–12.05.2025	30.12.2024–30.06.2025
Assessment raised	₹5,23,057/-	₹6,87,374/-
Original CGRF Order	15.01.2026	15.01.2026
Review Order	18.02.2026	18.02.2026
Physical Abnormality	As recorded in its testing report	R & B phase secondary CT wires carbonised; meter showed 0 A while clamp meter showed 12.4 A and 44.5 A

1. Having considered the pleadings, the submissions of the parties, the orders passed by the Learned CGRF and the technical records subsequently furnished by CPDL, this Authority proceeds to examine the common legal issues and the separate factual circumstances of the two Appeals.
2. At the outset, it is observed that Regulation 28 of the JERC CGRF and Ombudsman Regulations, 2024 expressly provides for review of orders passed by the Consumer Grievances Redressal Forum. Consequently, the Appellants' contention that the Learned CGRF possessed no review jurisdiction whatsoever cannot be accepted as a correct statement of the regulatory position. However, the existence of review jurisdiction does not dispense with the requirement that such jurisdiction be exercised on the grounds and in the manner prescribed by the Regulation.
3. In the present cases, the Respondent filed Review Petitions dated 02.02.2026, relying upon the order dated 29.01.2026 passed by this Authority in the matter of Shri Upjeet Singh versus CPDL. The Learned CGRF entertained the petitions and, by orders dated 18.02.2026, modified its earlier directions concerning the applicable provision of the Supply Code.



4. The principal controversy before this Authority is therefore not confined to the existence of review jurisdiction. It also concerns the correctness of the revised regulatory classification, the evidentiary basis for the retrospective assessments and the extent to which the technical findings in the case relied upon by CPDL are applicable to the present metering installations.
5. Regulation 6.39 of the JERC Electricity Supply Code, 2018 provides for adjustment of electricity charges on the basis of meter-testing results where the prescribed conditions are satisfied, subject to the applicable maximum period. Regulation 7.12 separately provides a methodology for billing in cases involving defective, stuck, stopped or burnt meters. The applicability of either provision must be determined with reference to the nature of the established defect and the requirements of the relevant Regulation.
6. The expression "**maximum period of six months**" is material. The Regulation prescribes an outer limit for retrospective adjustment; it does not, by its language, establish as a matter of fact that the particular defect detected on the date of inspection must necessarily have existed throughout the entire preceding six months.
7. There is therefore a distinction between:
 - (a) establishing the **existence of a metering abnormality**;
 - (b) establishing the **date or period of commencement** of that abnormality;
 - (c) establishing its continuity or persistence during the period proposed for assessment; and
 - (d) establishing the **quantum of energy under-recorded** during that period.
8. An important distinction arises between a malfunction of the meter's internal measuring mechanism and an abnormality in the external current or potential circuits through which electrical inputs are supplied to the meter. However, this technical distinction does not, by itself, determine the applicable Regulation. The actual language and prescribed conditions of the relevant provisions must be applied to the established facts.

In particular, a laboratory finding of percentage error establishes the performance of the metering arrangement under the conditions prevailing during testing. It does not necessarily establish the date on which the abnormality first arose or that an identical percentage error prevailed continuously during every preceding billing cycle. The significance of this limitation must be considered separately for each Appeal.
9. Before examining the specific grounds raised in the Appeals, it is necessary to examine the nature of the metering abnormality and its relevance to the applicable provisions of the JERC Electricity Supply Code, 2018. This distinction assumes significance because Regulation 6.39 and Regulation 7.12 contemplate different circumstances and provide different methodologies for correction of billing.



A three-phase metering installation measures electrical energy with reference to the voltage and current inputs corresponding to the respective phases. An abnormality may arise either from a defect in the meter or its internal measuring mechanism or from a defect in the associated external metering circuits, including the Current Transformer (CT) or Potential Transformer (PT) connected to the meter. The nature and location of the defect, therefore, require determination from the inspection findings, testing report, meter data and other relevant technical evidence.

Where the internal measuring mechanism of the meter is found to have malfunctioned—for example, where the meter fails to measure or register energy correctly despite receiving the requisite electrical inputs—the case may fall within the regulatory framework applicable to a defective meter. Regulation 7.12 specifically provides for billing in cases of a defective, stuck, stopped or burnt meter and prescribes the basis and maximum period for such billing.

On the other hand, where the meter remains operational but the electrical inputs reaching the meter are affected by an abnormality in the associated external metering circuit, such as a loose, broken, carbonised, reversed or otherwise defective current or potential connection, the technical nature of that abnormality has to be separately examined. Such an external defect may affect the accuracy or completeness of energy measurement without necessarily establishing, by itself, that the internal measuring mechanism of the meter has failed.

In such circumstances, the mere fact that the defect is located outside the meter cannot, by itself, determine the applicable Regulation. It is necessary to establish, from the evidence on record, what precisely was defective, how the defect affected the measurement of energy, whether the meter continued to register energy, and whether the conditions prescribed under Regulation 6.39 are satisfied. If Regulation 6.39 is found applicable, the correction has to be carried out in accordance with that provision and within the period prescribed therein. Conversely, where the facts bring the case within Regulation 7.12, the billing methodology and maximum period prescribed under that Regulation would govern.

It is also material that the occurrence of an abnormality in one phase, including non-recording or under-recording attributable to a current-transformer or associated wiring defect, does not by itself establish either the precise duration of the abnormality or the quantum of energy allegedly not recorded. The assessment period and quantum must therefore be supported by the available technical evidence and the methodology prescribed under the applicable Regulation.

10. Thus, the determination of whether the present cases fall within Regulation 6.39 or Regulation 7.12 cannot rest merely upon the description of the defect as being “internal” or “external”. The decisive consideration is the nature of the defect



- established on evidence, its effect upon energy registration, and the specific regulatory conditions applicable to that factual situation.
11. Pursuant to the directions issued by this Authority on 11.09.2026, the Respondent furnished the meter-download data in respect of both metering installations through e-mail dated 23.09.2026. The documents, comprising the respective Tamper Reports and Load Survey–Energy Reports, have been taken on record.
 12. This Authority has examined the reports separately, having regard to their respective dates of extraction, the periods covered by the available data, the recorded electrical events and their relationship with the abnormalities detected during the inspections conducted on 14.07.2025.
 13. While the reports constitute relevant technical evidence, the recording of an event in a meter's diagnostic register is not necessarily conclusive proof of its underlying physical cause. Similarly, the cumulative duration of an event category cannot automatically be equated with the period of actual under-recording unless the meter's event-detection and energy-registration characteristics support such an inference.

Appeal No. 280 of 2026 — Girls Hostel No. 1

Meter No 06734030/ CH3E2441, Consumer Account No. 104/1444/004900Q, Sanctioned Load 56.80 kW, Address: Girls Hostel No 1, Punjab University, Sector 14, Chandigarh, Disputed assessment: ₹5,23,057.

14. The Tamper Report furnished in respect of Meter No. 06734030 records multiple instances of phase-voltage failure, corresponding current failure and current unbalance. The Load Survey–Energy Report contains half-hourly energy-consumption data for approximately 71 days, extending from 7th July 2026 to 15th September 2026 and meter Temper report from 17th March 2026 to 15th September 2026.
15. The data required to analyse the present case was sought for the period 14.07.2025 (D.O.I) to 14.07.2024 (app. 1 year back) but the Respondent No. 2 informed that data for the relevant period is not available
16. The available detailed event records include an R-phase voltage and current failure commencing on 20.08.2026 at approximately 23:19 hours and lasting about eleven minutes; a Y-phase voltage and current failure commencing on 20.08.2026 at approximately 23:20 hours and lasting about eight minutes; and a B-phase voltage and current failure commencing on 22.08.2026 at approximately 22:55 hours and lasting about seven minutes.
17. The records further contain multiple phase-voltage and current-failure events dated 15.09.2026. These events require correlation with the meter-removal, handling and data-extraction records, particularly in view of the Respondent's statement that the meter was replaced on or about 14.09.2026.
18. The August 2026 events show that the disappearance of voltage and current occurred together in the affected phases. Such a pattern is compatible with a



phase-specific supply interruption or an interruption affecting the corresponding metering circuit. However, the event records alone do not conclusively distinguish between these possibilities.

19. Of particular significance is the chronology of the material furnished by the Respondent. The Tamper Report identifies 15.09.2026 as the MRI reading date, while the available Load Survey covers a period beginning in July 2026. **Both dates fall more than one year after the enforcement inspection conducted on 14.07.2025.**
20. Consequently, although the subsequently downloaded data establishes the occurrence of electrical abnormalities during the period covered by those reports, it does not, by itself, establish when the particular abnormality detected during the inspection of 14.07.2025 commenced or whether the same condition existed continuously throughout the disputed assessment period of 12.11.2024 to 12.05.2025.
21. The cumulative event counts and durations appearing in the Tamper Report must also be treated with appropriate caution. Without the corresponding complete historical event records and technical correlation, such cumulative figures cannot be regarded as conclusive proof that the particular fault observed during the July 2025 inspection persisted for an identical duration.
22. The enforcement inspection and laboratory testing constitute relevant evidence of the metering condition prevailing on 14.07.2025. However, the precise nature of the reported fault must be established from the authenticated inspection and testing reports. The material presently placed before this Authority contains differing descriptions involving the potential-wiring and current-transformer secondary circuits, as well as differing references to the affected phases and percentage of slowness. These discrepancies are material because a missing voltage input and a missing current input can affect the meter's energy-registration characteristics differently.
23. It is, therefore, necessary to distinguish between the condition and accuracy of the meter or metering arrangement as established on the date of inspection and the period for which the same abnormality can, on the basis of the evidence on record, be said to have persisted. The subsequent MRI data may provide evidence regarding the condition of the metering installation at a later point in time; however, it does not, by itself, establish that the same abnormality existed continuously throughout the disputed assessment period i.e. 12.11.2024 to 12.05.2025. Accordingly, the subsequent MRI data does not, by itself, bridge the evidentiary gap concerning the commencement, continuity and duration of the alleged under-recording during the period under assessment.
24. Accordingly, the technical records furnished on 23.09.2026 do not independently substantiate the commencement, continuity or quantum of the alleged under-recording for the period covered by the disputed demand of ₹5,23,057. The



correctness of the assessment must be examined with reference to the authenticated inspection and laboratory reports, the applicable regulatory methodology and a verifiable calculation of the additional energy claimed.

Appeal No. 281 of 2026 — Girls Hostel No. 2

Meter No 12484850/CH3E32388, Consumer Account No. 104/1474/002500W, Sanctioned Load 111.560 kW, Address: Girls Hostel No 2, Sector-14, Punjab University, Chandigarh, Disputed assessment: ₹6,87,374

25. The technical evidence furnished in respect of Meter No. 12484850 is materially different from that available in Appeal No. 280. The MRI data for this meter was downloaded on 14.07.2025, the date of the enforcement inspection itself. Its historical event records and Load Survey therefore provide contemporaneous evidence relevant to the metering condition prevailing before and during the inspection.
26. The Tamper Report records numerous current-reversal events, current-bypass events and phase-voltage failures. In particular, the report identifies a Y-phase current-reversal event commencing on 09.05.2025 and a B-phase current-reversal event commencing on 13.07.2025, both of which were shown as active when the data was downloaded on 14.07.2025.
27. The detailed records also identify earlier B-phase current-reversal events, including an event commencing on 30.05.2025 and continuing until 10.06.2025, followed by further events during June and July 2025. These records establish that the meter detected abnormal current-sensing conditions before the enforcement inspection.
28. The event commencing on 30.05.2025 records a B-phase voltage of approximately 229.88 V and a negative B-phase current of approximately 0.16 A. During the recorded event period, the forward-energy register increased from 118,073.10 kWh to 118,267.20 kWh. The increase establishes that the meter continued to register some forward energy during the event, but it does not establish that all energy supplied during that period was accurately recorded.
29. A current-reversal event indicates that the meter detected an abnormal current direction or phase relationship meeting its programmed event criteria. The possible causes include reversed current-transformer polarity, crossed or defective wiring, an abnormal voltage reference or another metering-circuit abnormality. The event description alone does not establish the precise physical cause.
30. The Load Survey–Energy Report covers approximately 61 days (15.05.2025 to 14.07.2025) preceding the inspection and contains half-hourly records of forward energy and other electrical parameters. It corroborates the continued registration of energy during periods when abnormal events were recorded. However, the available aggregate measurements do not independently establish the actual energy contribution of each affected phase or the quantity of energy that may have escaped registration.



31. The simultaneous MRI data is therefore relevant evidence that abnormalities existed before 14.07.2025. Nevertheless, the repeated occurrence and recovery of current-reversal events, do not establish that the identical physical defect observed during the enforcement inspection, persisted continuously throughout the disputed six-month assessment period (30.12.2024 to 30.06.2025).
32. The physical findings recorded during inspection must also be reconciled with the diagnostic event history. In particular, the MRI identifies prolonged Y-phase and B-phase current-reversal events, whereas the supplied descriptions of the physical defect refer variously to carbonised secondary wiring, missing B-phase voltage and abnormal R- and B-phase current registration. The precise nature of the defect and the manner in which it affected energy registration require confirmation.
33. The report records no magnetic-tamper events. The existence of current-reversal, bypass or voltage-failure events cannot, without additional evidence, be treated as proof of deliberate interference by the Appellant. Equally, the absence of evidence of deliberate interference does not, by itself, establish that all electricity consumed was correctly recorded.
34. Accordingly, the MRI and Load Survey data furnish concurrent evidence of historical metering abnormalities in Appeal No. 281. However, without technical correlation between the recorded events, the physical defect detected during inspection and the meter's energy-registration algorithm, the available records do not conclusively establish either the continuous duration of the alleged under-recording or the precise quantum recoverable for the disputed assessment period of 30.12.2024 to 30.06.2025.
35. The Respondent has relied upon Regulation 6.39 of the JERC Electricity Supply Code, 2018 to justify retrospective correction of the respective electricity accounts on the basis of the percentage error established through testing. The Appellants, on the other hand, dispute the applicability of that provision and contend that the assessments are unsupported by reliable evidence establishing the commencement and duration of the defects.
36. The distinction between the permissible regulatory assessment period and the period technically established by the available evidence is material. A provision prescribing a maximum retrospective period does not, merely by prescribing that maximum, establish that the particular defect existed continuously throughout that period. At the same time, the absence of conclusive evidence identifying the precise date of commencement does not automatically extinguish a right of assessment that is otherwise expressly conferred by the applicable Regulation.
37. The Respondent must therefore demonstrate that the prescribed conditions for invoking Regulation 6.39 were satisfied in each case. In both the cases under reference, the meter was found operational but the electrical inputs reaching the meter are affected by an abnormality in the associated external metering circuit, such as a loose, broken, carbonised, reversed or otherwise defective current or



potential connection. Such an external defect may affect the accuracy or completeness of energy measurement without necessarily establishing, by itself, that the internal measuring mechanism of the meter has failed.

38. This includes establishing the relevant test result, identifying the metering defect to which the test result relates, applying the appropriate calculation methodology and ensuring that the assessment does not exceed the period permitted under the Regulation.
39. Where the Respondent relies upon the historical MRI events to support its assessment, it must explain the technical relationship between those events and the particular defect detected during inspection. An event duration cannot automatically be treated as an equivalent duration of complete energy loss or as proof that the inspection-day percentage error persisted unchanged.
40. The assessment calculations must also distinguish the original short-assessment amounts from subsequent billing arrears, regular consumption charges, adjustments and any other amounts reflected in the consolidated bills.
41. The material placed on record establishes that the respective metering installations exhibited abnormalities affecting their measurement characteristics. However, the reports subsequently furnished do not, without the necessary technical correlation and calculation records, conclusively establish the correctness of the disputed monetary demands in their entirety.
42. Accordingly, while the technical evidence cannot be disregarded, the legality and quantum of the respective short-assessments must be determined through a transparent application of the relevant Supply Code provisions to the authenticated inspection findings, testing results and available meter data.

(VIII) CONCLUSION

A. Common Conclusion in Appeal Nos. 280 and 281 of 2026

1. In view of the foregoing discussion and findings, this Authority finds that the respective meters were found to be recording slow on **14.07.2025**, and the factum of metering abnormality on the date of inspection is established by the contemporaneous testing records.
2. However, the issue before this Authority is not merely whether the meters were slow on the date of inspection. The material question is whether the particular metering abnormality detected on 14.07.2025 can, on the evidence available on record, be retrospectively attributed to the entire six-month periods for which the Respondent has raised the respective assessments and, further, whether the quantum of energy alleged to have remained unrecorded during those periods has been established.
3. Regulation 6.39 of the JERC Electricity Supply Code Regulations, 2018 permits adjustment/accounting of the difference due to the defect for a **maximum period of six months** or from the date of last testing, whichever is later, on the basis of the test report. The expression "maximum period" cannot be construed as creating



an automatic presumption that the defect necessarily existed throughout the entire six-month period preceding detection.

4. The existence of
 - (a) a defect on the date of testing,
 - (b) the date of commencement of the defect,
 - (c) its continuity during the retrospective period and
 - (d) the quantum of energy allegedly under-recordedare four distinct factual matters. While the first is established in the present cases, the remaining matters require supporting evidence.
5. The subsequent MRI/download and event data, the historical consumption data and the load-survey data have been considered by this Authority. Such material may provide corroboration regarding the occurrence of abnormal electrical or metering conditions and variations in recorded consumption. However, such material cannot, in the absence of adequate technical correlation, be treated as conclusive proof of the commencement and uninterrupted continuity of the particular defect detected on 14.07.2025.
6. The historical consumption data likewise cannot, by itself, establish the exact commencement of the defect or the precise quantum of energy allegedly under-recorded, since variation in consumption may arise from factors other than metering accuracy.
7. Accordingly, this Authority finds that the respective six-month assessments, as presently raised, cannot be sustained merely by applying the maximum six-month period contemplated under Regulation 6.39 without establishing the factual basis for attributing the detected defect to the entire period and for quantifying the corresponding short-recording.
8. At the same time, this Authority does not hold that no metering error occurred. The respective findings of slowness recorded on 14.07.2025 remain established on the basis of the contemporaneous testing.
9. The appropriate course, therefore, is to interfere with the respective six-month assessments in their present form and permit determination of the amount, if any, payable by the respective Appellants only in accordance with Regulation 6.39 and on the basis of a demonstrable period and quantum supported by the material available on record and the applicable technical methodology.
10. The conclusions in the two Appeals are, however, required to be recorded separately because the evidentiary material relating to the two meters is not identical.

B. Conclusion — Appeal No. 280 of 2026

11. In Appeal No. 280 of 2026, Meter No. 06734030/CH3E2441 was found to be recording 48.16% slow on 14.07.2025. The physical/testing record establishes the metering abnormality existing on the date of inspection i.e. 14.07.2026.



12. The meter-download/MRI material subsequently furnished by the Respondent vide email dated 23.09.2026 relates substantially to a period subsequent to the inspection dated 14.07.2025. The later event records establish the occurrence of electrical abnormalities during the period covered by those records, but do not, by themselves, establish the date of commencement of the particular abnormality detected on 14.07.2025 or its continuous existence throughout the disputed period from **12.11.2024 to 12.05.2025**.
13. The historical consumption data also does not establish, with sufficient technical certainty, the commencement or continuity of the particular defect or the precise quantum of under-recording attributable thereto.
14. Accordingly, although the finding of 48.16% slowness on 14.07.2025 is upheld, the assessment of ₹5,23,057/- for the entire period from 12.11.2024 to 12.05.2025 is not sustainable in its present form.
15. The Respondent may, therefore, determine afresh the amount, if any, recoverable under Regulation 6.39, strictly on the basis of such period and quantum as can be established from the evidence and in accordance with the directions contained in this Order.

C. Conclusion — Appeal No. 281 of 2026

16. In Appeal No. 281 of 2026, Meter No. 12484850/CH3E32388 was found by the Enforcement Team on 14.07.2025 to be recording 57.74% slow.
17. The contemporaneous testing further recorded that the R-phase and B-phase currents displayed by the meter were 0 A, whereas the actual currents measured by the clamp-on meter were 12.4 A on R phase and 44.5 A on B phase, and the R & B phase secondary CT wires were found carbonised. The defect was rectified on the spot during the inspection.
18. This Authority accordingly finds that the factum of 57.74% slowness on 14.07.2025 is established and is not being disturbed.
19. The historical MRI/event data in respect of Meter No. 12484850 provides evidence of earlier abnormal electrical/metering events and is relevant to the determination of the retrospective period. However, the historical events cannot, without adequate technical correlation, be treated as conclusive proof that the specific R & B phase secondary CT-wire condition detected on 14.07.2025 existed continuously from 30.12.2024 to 30.06.2025.
20. The sequential event history of Meter No. 12484850 also requires careful examination. The Tamper Report records a Current Reversal – Y Phase commencing on 24.10.2024 at 17:08:00 and showing restoration on 07.02.2025 at 03:19:00. The same type of event was thereafter recorded again from 07.02.2025 at 10:24:00, with restoration on 18.03.2025 at 12:30:00. 12484850_Tamper_Full_Report
Thus, there is an interval of approximately 7 hours 05 minutes between the recorded restoration of the first Y-phase current-reversal event at 03:19:00 on 07.02.2025 and the occurrence of the subsequent Y-phase current-reversal event



at 10:24:00 on the same date. The event history does not, by itself, explain what electrical condition prevailed during this intervening period. This gap assumes significance because the Respondent seeks to rely upon the event history for establishing the duration of abnormal metering conditions.

The position becomes still more significant when the B-phase current-reversal event is considered. The Tamper Report records a B-phase current-reversal event commencing on 09.12.2024 at 18:34:00 and continuing up to 18.03.2025 at 07:36:00. The report records consumption during this event as 2263.00 kWh.

21. Consequently, during a substantial portion of the period in which the Y-phase current-reversal event was recorded, a separate B-phase current-reversal event was also recorded. Further, the event records contain instances of voltage failure and other phase-wise abnormalities. For example, a B-phase voltage-failure event is recorded from 09.12.2024 at 18:19:00 to 18:34:00, immediately preceding the commencement of the recorded B-phase current-reversal event.
22. These sequential records show that the meter was registering multiple and changing phase-wise abnormal events, rather than one simple and uninterrupted event whose physical cause and effect on energy registration can be assumed merely from its duration in the tamper report.
23. The question, therefore, is not merely whether a current-reversal event was recorded, but what precisely caused the event, whether the cause remained the same throughout the recorded duration, what happened during the interval between restoration and re-occurrence of the event, and what effect, if any, each such condition had upon the accuracy of energy registration.
24. This distinction is material because the existence of a tamper/event record establishes that the meter detected a particular electrical condition in accordance with its programmed event logic; it does not, without further technical correlation, establish that the same physical defect continued uninterrupted throughout the entire period, nor does it by itself quantify the energy allegedly not recorded.
25. A further aspect requiring explanation is the relationship between the recorded event and the physical condition observed during testing on 14.07.2025. The event history records a Y-phase current reversal, whereas the physical inspection on 14.07.2025 recorded abnormality in the R and B phase secondary CT wiring/current indication. The material presently on record does not satisfactorily establish that the Y-phase current-reversal events recorded from October 2024 to March 2025 were caused by the same physical condition which was found during the inspection on 14.07.2025.
26. In the absence of such technical correlation, the event history may reasonably be treated as corroborative evidence of abnormal metering conditions, but it cannot, without more, be treated as conclusive evidence that the particular defect detected on 14.07.2025 had existed continuously from 30.12.2024 or throughout the entire period for which the assessment has been raised.



27. In particular, the existence of a phase-specific current-reversal or other electrical event at an earlier point of time cannot, by itself, establish that the same physical defect responsible for the 57.74% slowness on 14.07.2025 had commenced on that earlier date.
28. The historical consumption data and load-survey data have also been considered. They provide relevant corroborative material but do not, by themselves, establish either the commencement of the specific defect or the precise quantum of energy under-recorded throughout the entire six-month period.
29. Accordingly, while the finding of 57.74% slowness on 14.07.2025 is upheld, the assessment of ₹6,87,374/- for the period from 30.12.2024 to 30.06.2025 cannot be sustained in its present form.
30. The Respondent may, therefore, determine afresh the amount, if any, recoverable under Regulation 6.39, strictly on the basis of the period and quantum demonstrable from the evidence and in accordance with the directions contained in this Order.

X. ORDER

A. Common Directions

1. Appeal No. 280 of 2026 and Appeal No. 281 of 2026 are allowed in part and are disposed of by this Common Order.
2. The respective Review Orders dated 18.02.2026 passed by the Learned CGRF, Chandigarh, are modified to the extent indicated in this Common Order.
3. The respective six-month assessments raised by the Respondent under Regulation 6.39, namely **₹5,23,057/- in Appeal No. 280 of 2026** and **₹6,87,374/- in Appeal No. 281 of 2026**, are **set aside in their present form**.
4. The Respondent shall not recover the aforesaid amounts merely on the basis of the six-month assessments presently raised.
5. The Respondent shall, if it proposes to make any revised adjustment under Regulation 6.39, determine the amount, if any, strictly in accordance with the JERC Electricity Supply Code Regulations, 2018 and on the basis of a demonstrable period based on the facts and quantum of under-recording.
6. Any revised calculation shall clearly disclose:
 - (a) the period for which adjustment is proposed;
 - (b) the technical basis for determining the commencement and duration of the abnormality;
 - (c) the percentage error relied upon;
 - (d) the methodology by which the quantum of under-recorded energy has been determined;
 - (e) the applicable provision of the JERC Electricity Supply Code Regulations, 2018; and
 - (f) the amount, if any, finally payable after giving due credit for payments/adjustments already made.



7. The Respondent shall furnish the respective Appellant with a detailed and itemised calculation sheet, together with the basis and methodology adopted for such revised determination.
8. The revised calculation, if any, shall be communicated to the respective Appellant within **30 days** from the date of receipt of this Order.
9. The Appellant in each case shall be afforded reasonable opportunity to examine the calculation and supporting material furnished by the Respondent.
10. If the respective Appellant is not satisfied with the revised calculation, the methodology adopted, the period considered, or the supporting technical basis thereof, the Appellant shall be at liberty to approach this Authority by an appropriate application/representation, in accordance with law, for examination of the revised determination.
11. Any such application/representation shall be considered on its own merits in accordance with the applicable statutory and regulatory provisions and shall not be treated as a reopening of the present Appeal on issues finally determined by this Order.
12. The interim protection granted vide order dated **11.09.2026** shall stand governed by the present final order and shall have no independent operation after disposal of the Appeals, subject to the directions contained herein.
13. The Appellants shall continue to pay the current and undisputed electricity charges pertaining to their respective electricity connections within the stipulated due dates. The present order does not affect the Respondent's right to recover such current and undisputed charges in accordance with law.

B. Directions — Appeal No. 280 of 2026

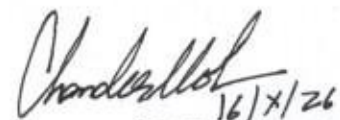
14. In Appeal No. 280 of 2026, pertaining to Consumer Account No. 104/1444/004900Q, Meter No. 06734030/CH3E2441, the finding that the meter was recording 48.16% slow on 14.07.2025 is upheld on the basis of the contemporaneous testing record.
15. The short-assessment of ₹5,23,057/- for the period 12.11.2024 to 12.05.2025 is set aside in its present form.
16. The Respondent shall not recover the aforesaid amount merely on the basis of the six-month assessment already raised.
17. If the Respondent makes any fresh determination under Regulation 6.39, such determination shall be confined to such period and quantum as can be supported by the material on record and the applicable technical methodology.
18. The subsequent meter-download/MRI data furnished vide email dated 23.09.2026 may be considered only for the period and matters actually covered by that data and shall not, by itself, be treated as proof of the commencement or continuous existence of the defect during the earlier disputed period.
19. The revised calculation, if any, shall be supplied to the Appellant in the manner directed in the common operative directions above.



20. If the Appellant is not satisfied with the revised calculation or the technical basis adopted by the Respondent, the Appellant shall be at liberty to approach this Authority by an appropriate application/representation, in accordance with law.
21. Appeal No. 280 of 2026 shall stand disposed of in the above terms.

C. Directions — Appeal No. 281 of 2026

22. In Appeal No. 281 of 2026, pertaining to Consumer Account No. 104/1474/002500W, Meter No. 12484850/CH3E32388, the finding that the meter was recording 57.74% slow on 14.07.2025 is upheld on the basis of the physical testing conducted by the Enforcement Team.
23. The physical findings relating to the R & B phase secondary CT wires and the discrepancy between the current displayed by the meter and the current measured by the clamp-on meter shall be treated as evidence of the metering condition existing on the date of inspection.
24. The short-assessment of ₹6,87,374/- for the period 30.12.2024 to 30.06.2025 is set aside in its present form.
25. The Respondent shall not recover the aforesaid amount merely on the basis of the six-month assessment already raised.
26. The historical MRI/event data may be considered by the Respondent as corroborative material for determining the period of abnormality; however, any such reliance shall be supported by appropriate technical correlation between the historical event and the specific defect detected during physical inspection on 14.07.2025.
27. In particular, the Respondent shall not treat the mere occurrence of a historical phase-reversal, voltage-failure or other electrical event as conclusive proof of the commencement of the specific R & B phase secondary CT-wire defect without establishing the necessary technical correlation.
28. Any fresh determination under Regulation 6.39 shall be confined to such period and quantum as can be demonstrated from the evidence and shall be accompanied by the detailed calculation and technical basis directed in the common operative directions above.
29. If the Appellant is not satisfied with the revised calculation, including the period considered, methodology adopted, quantum determined or technical basis relied upon by the Respondent, the Appellant shall be at liberty to approach this Authority by an appropriate application/representation, in accordance with law.
30. Appeal No. 281 of 2026 shall stand disposed of in the above terms.


16/10/26
(C. M. Sharma)

Electricity Ombudsman (JERC)

Dated 16.10.2026