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-293 of 2026

Date of Hearing: 21.09.2026,
8.10.2026 & 21.10.2026
Mode: Videoconferencing
Date of Order: 22.10.2026

In the matter of:

1. **M/s Patni Enterprises.**
   Consumer No. 740003152
2. **M/s Nirmal Plastic Industries.**
   Consumer No. 7400003158
   Through their Authorised Signatory,
   Shri Shailendra Patni
   Survey No. 177, Samarvarni, Masat,
   Silvassa, D&NH and D.D.–396230. …Appellants

Versus

1. DNHDDPCL
2. Torrent Power Limited, DNHDDPDCL,
   through its Managing Director/Nodal Authorityr,
   Vidyut Bhavan, Silvassa.
3. Consumer Grievance Redressal Forum,
   DNHDDPDCL, Silvassa. …Respondents

In the matter of M/s Patni Enterprises & Ors Versus DNHDDPCL & Ors

Present:

Appellant:

1. Mr. Shailendra Patni

Respondent No. 1

1. Mr. Chhatara Singh Parmar, DNHDDPCL
2. Mr. Mayank Patel, DNHDDPCL

Respondent No. 2

1. Mr. Shailendra Singh Negi, VP Distribution DNHDDPDCL
2. Mr. Jignesh Langalia VP Regulatory DNHDDPDCL
3. Ms. Luna Tapan Pal GM Regulatory DNHDDPDCL
4. Mr. Keval Shah, AGM Customer Services DNHDDPDCL

ORDER

1. The present representation was filed on 23.08.2026 by Shri Shailendra Patni, authorised representative of M/s Patni Enterprises and M/s Nirmal Plastic Industries, 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, as amended (hereinafter referred to as the "2024 Regulations").
2. The Appellants initially approached this Authority by email dated 23.08.2026, stating that the Learned Consumer Grievance Redressal Forum, DNHDDPDCL, Silvassa (hereinafter referred to as the "Learned CGRF"), had not passed its order within the period prescribed under the applicable Regulations. The representation was accordingly presented on the ground of non-redressal within the prescribed period.
3. The Learned CGRF subsequently passed an order dated 24.08.2026 in Complaint No. DNHDD/CGRF/C.G. No. 02/2026-27, disposing of the complaint as not maintainable. The Appellants placed that order on record before this Authority by email dated 26.08.2026 and sought consideration of their grievances in the light of the order.
4. The matter was registered as Case No. 293 of 2026, and notice was issued to the Respondents. The pleadings and applications filed by the Appellants, along with the replies submitted by the Respondents, were taken on record.
5. The Appellants filed three Interlocutory Applications by email dated 31.08.2026, seeking, inter alia, production of technical, metering, account and security-deposit records, administration of interrogatories, and examination of alleged procedural irregularities in the functioning of the Learned CGRF. They subsequently filed two further applications by email dated 02.09.2026, seeking a regulatory inquiry into alleged institutional irregularities and interim relief concerning restoration of electricity supply, alleged cross-disconnection and disputed payments or adjustments.
6. The Respondents filed replies to the applications and the substantive grievances. A consolidated reply to the Interlocutory Applications was filed by email dated 08.09.2026. Further replies and supporting documents were also filed by the concerned distribution licensees, including a month-wise bill statement up to March 2022 for Consumer No. 740003152, a reply dated 05.10.2026, and a further reply with annexures dated 07.10.2026. Annexure 3 and supporting documents were subsequently submitted on 12.10.2026.
7. The dispute has its origin in a meter and billing grievance raised in 2020. The Appellants questioned the consumption recorded following replacement of the earlier Indotech meter by electronic meter No. SIL77062. The latter meter was replaced by meter No. SIL81574 on 12.10.2020. The Appellants also disputed the testing of meter No. SIL77062 and the basis of the resulting bills and demands.
8. The earlier dispute was taken before the Learned CGRF in Complaint No. CC-011/2021-22. By order dated 25.03.2022, the Learned CGRF dealt with the meter and billing dispute then before it. The scope and effect of that order, and whether the grievances now raised

are the same as, or distinct from, the matters previously decided, are central to the present proceedings.

9. The Appellants have also relied upon subsequent events, including the transfer or restructuring of the distribution business with effect from 01.04.2022, subsequent billing and recovery proceedings, alleged transfer or adjustment of outstanding dues between consumer accounts, later disconnections, payment of ₹23,54,393 stated to have been made on 22.06.2026, account reconciliation, and issues concerning security deposits and interest.
10. The Appellants had earlier approached the Commission, which, by order dated 19.02.2026, directed them to approach the appropriate CGRF for redressal of their grievances. Pursuant thereto, they filed a complaint before the Learned CGRF on 23.06.2026, registered as Complaint No. DNHDD/CGRF/C.G. No. 02/2026-27. The Learned CGRF passed its order dated 24.08.2026, disposing of the complaint as not maintainable, principally referring to the earlier proceedings and order dated 25.03.2022 and issues concerning jurisdiction, including reliefs sought under Section 142 of the Electricity Act, 2003.
11. The matter was taken up for hearing on 21.09.2026 through video conferencing. The Appellant, Shri Shailendra Patni, appeared in person. Respondent No. 1 was represented by Shri Chhatrasingh Parmar and Shri Mayank Patel, while Respondent No. 2 was represented by Shri Keval Shah, AGM, Customer Services.
12. The pleadings and written submissions of the parties, including the Appellants' counter-reply dated 17.09.2026, were considered. The matter was thereafter adjourned for further proceedings and for the Respondents to place their replies and supporting records on record.
13. The matter was next taken up on 08.10.2026. Respondent No. 1 was represented by Shri Chhatrasingh Parmar, while Respondent No. 2 was represented by Shri Shailendra Negi, VP Distribution, Shri Keval Shah, AGM, Customer Services; and Shri Jignesh Longalia, VP Regulatory, DNHDDPDCL.
14. A reply submitted by Mr B.B. Patel, Executive Engineer, DNHDDPCL, by email dated 05.10.2026, in compliance with the earlier directions, was taken on record. A further reply, along with annexures, submitted by Respondent No. 2 by email dated 07.10.2026 was also received.
15. During the hearing, it was noted that the annexures accompanying the reply dated 07.10.2026 could not initially be accessed due to a technical issue. Respondent No. 2 was informed of the issue and requested to coordinate with the Authority of the Electricity Ombudsman to facilitate access to the documents.
16. The Appellants, by email dated 08.10.2026, objected that hard copies had been supplied shortly before the hearing and stated that they were not in a position to examine and respond to the documents within the time available. The matter was accordingly adjourned to afford a fair opportunity to the parties.
17. By email dated 11.10.2026, the Appellants raised the issue of accessibility and completeness of Annexure 3 to Respondent No. 2's reply dated 07.10.2026. They stated that the electronic transmission received on 09.10.2026 did not contain Annexure 3, which

was stated to comprise disconnection notices and billing-related documents, although hard copies had been received.

18. The Appellants also sought production and inspection of the original CGRF record relating to the order dated 25.03.2022, correspondence exchanged with the distribution licensees, records relating to all four consumer connections, dues-transfer and account-ledger records, security-deposit records, and original disconnection-related documents. They further requested preservation of records and an opportunity to respond to the material relied upon by the Respondents.
19. Respondent No. 2 subsequently submitted Annexure 3 and supporting documents on 12.10.2026. The fact of this submission is recorded. It does not, by itself, establish that every document sought by the Appellants has been furnished or determine the evidentiary value of any particular document.
20. The matter was taken up on 21.10.2026 through video conferencing. The Appellant, Shri Shailendra Patni, appeared in person. The submissions made by the parties and the pleadings and documents on record were considered.
21. During the hearing, the Appellant sought restoration of the electricity connection of M/s Patni Enterprises bearing Consumer No. 740003152. He submitted that an amount of ₹23,54,393 relating to the disputed dues had been cleared by way of transfer or adjustment in the account of M/s Nirmal Plastic Industries.
22. The Respondent submitted that approximately ₹8.30 lakh pertaining to the period before the takeover of the distribution business remained outstanding, while the dues relating to the period of the incumbent distribution licensee had been realised by way of transfer or adjustment of the outstanding amount of M/s Patni Enterprises to the account of M/s Nirmal Plastic Industries.
23. Having regard to the immediate issue of restoration, and without entering into a final determination of the disputed accounts or the respective liabilities of the parties, it was directed that the amount of approximately ₹8.30 lakh claimed to relate to the pre-takeover period be kept under a deferred account head and that Consumer No. 740003152 be restored, subject to completion by the Appellant of the requisite commercial formalities.
24. For clarity, the deferred amount shall not, by itself, be insisted upon as a condition for restoration pursuant to this Order. The arrangement is without prejudice to the rights and contentions of either party concerning the amount of ₹23,54,393 stated to have been transferred or adjusted and the amount of approximately ₹8.30 lakh claimed to be outstanding. Neither amount is finally determined by the interim restoration arrangement.

I. Issues for determination

Upon consideration of the pleadings, submissions and material on record, the following issues arise for determination:

A. Whether the representation initially filed on 23.08.2026 on the ground of non-disposal, and the subsequent challenge to the CGRF order dated 24.08.2026 placed on record on 26.08.2026, are entertainable under Section 42(6) of the Electricity Act, 2003 and the applicable 2024 Regulations.

B. Whether the Learned CGRF was justified in disposing of the entire complaint as not maintainable by reference to the earlier order dated 25.03.2022 and the nature of certain reliefs sought by the Appellants.

C. Whether the 2026 complaint includes subsequent grievances that require separate examination, subject to the applicable requirements of jurisdiction, limitation and maintainability.

D. Whether the order dated 24.08.2026 adequately adjudicated those subsequent grievances on merits.

E. Whether the matter should be remanded under Regulation 39 of the 2024 Regulations and what consequential directions are required concerning restoration of Consumer No. 740003152 and production and examination of relevant records.

II. Findings and analysis

25. Section 42(5) of the Electricity Act, 2003 provides for redressal of consumer grievances through the CGRF, while Section 42(6) provides for a representation to the Electricity Ombudsman in the circumstances specified therein.

26. Regulation 36 of the 2024 Regulations governs the preconditions and limitations for entertaining a representation before the Ombudsman. These include the applicable time limit, the nature of the grievance, and the circumstances in which a representation may be made where the CGRF has not passed an order within the prescribed period or where a consumer is aggrieved by an order of the Forum. The applicable time limit must be determined by reference to the relevant category of grievance and the provisions in force. Regulation 39 provides for remand in the circumstances contemplated therein, enabling the Ombudsman to remit a grievance to the CGRF and identify the issues requiring determination.

27. The record indicates that the complaint before the Learned CGRF was filed on 23.06.2026. The representation before this Authority was filed on 23.08.2026, when the Appellants stated that the CGRF had not passed its order within the prescribed period. The CGRF order was passed on 24.08.2026 and placed on record before this Authority by email dated 26.08.2026.

    The representation as originally filed could not have challenged the CGRF order dated 24.08.2026, which did not exist on 23.08.2026. The initial representation and the subsequent challenge to the CGRF order must therefore be distinguished.

    The order dated 24.08.2026 was subsequently placed on record and the Appellants' challenge to it was considered in the course of these proceedings. The Respondents filed replies and participated in hearings on 21.09.2026 and 08.10.2026, followed by further proceedings on 21.10.2026. The challenge to the order dated 24.08.2026 has accordingly been considered in light of the subsequent record and the opportunity afforded to the parties to address the issues.

    The mere fact that the CGRF order was passed one day after the original representation does not, by itself, dispose of the procedural question. The representation must be considered on the ground on which it was initially filed, while the subsequent challenge to the order must be considered in light of the procedural record and the applicable Regulations. This finding does not dispense with any other statutory or regulatory requirement, nor does it establish that every underlying grievance is maintainable.

28. The earlier CGRF order dated 25.03.2022 dealt with the meter and billing dispute then placed before the Forum. The finality of that order must be respected in accordance with the applicable Regulations. Regulation 28 provides a review mechanism subject to the prescribed conditions; the present proceedings are not a review application under that Regulation.

    To the extent that the Appellants seek to reopen the merits of matters finally decided by the order dated 25.03.2022, those matters cannot be treated as fresh grievances merely by restating the earlier dispute.

    However, the existence of that order does not, without examination of the nature and timing of each grievance, establish that every subsequent dispute between the parties concerns the same subject matter.

29. The record refers to later events, including migration or transfer of the distribution business, subsequent billing and recovery, alleged transfer or adjustment of dues between Consumer Nos. 740003152 and 740003158, subsequent disconnections, payment of ₹23,54,393 stated to have been made on 22.06.2026, account reconciliation, security deposits and interest, and requests for records relating to those events.

30. Whether each such grievance is independently cognizable, within the jurisdiction of the CGRF and within limitation must be examined on its own facts. The later date of an event does not, by itself, establish maintainability; equally, the earlier order cannot be applied as a blanket bar without identifying the subject matter actually determined by it.

    The Learned CGRF must therefore distinguish between:

    a) matters finally adjudicated by the order dated 25.03.2022;
    b) matters which seek, in substance, to reopen those final determinations;
    c) subsequent grievances which may be independently cognizable, subject to the applicable jurisdictional and limitation requirements; and
    d) reliefs falling outside the jurisdiction of the CGRF.

31. The 2026 complaint raises different categories of grievances, including billing and account reconciliation, disconnection of electricity supply, transfer or adjustment of dues, payment, security deposits and requests for penal or regulatory action.

    The applicable time limits and jurisdictional requirements may differ according to the nature of the grievance. The Learned CGRF must therefore identify the relevant cause of action and the date on which it arose, apply the appropriate provision of the 2024 Regulations, as amended, and record reasons for any conclusion that a particular grievance is barred or otherwise not maintainable.

32. The present remand shall not be treated as a finding that all claims raised in the complaint filed on 23.06.2026 are within limitation or otherwise maintainable. Those questions shall be decided issue by issue, after affording the parties a reasonable opportunity to address them.

33. On examination of the order dated 24.08.2026, the Learned CGRF principally dealt with preliminary questions of maintainability and jurisdiction, including the effect of the earlier proceedings and the nature of certain reliefs sought by the Appellants.

34. The order does not contain a comprehensive, issue-wise determination of the subsequent disputes concerning dues transfer or adjustment, consumer-account liability, later disconnections, payment, account reconciliation and security-deposit-related claims. Nor

does it adequately distinguish, issue by issue, between matters finally decided by the earlier order and matters arising from subsequent events.

The following issues require examination, subject to maintainability and jurisdiction:

a) the outstanding amount, if any, payable in each concerned consumer account;
b) the factual and legal basis for the alleged transfer or adjustment of dues from Consumer No. 740003152 to Consumer No. 740003158;
c) the circumstances and legal basis of the subsequent disconnections;
d) compliance with Section 56(1) of the Electricity Act, 2003 and the applicable Supply Code and Regulations, insofar as the disconnection grievances are maintainable;
e) the notices issued in connection with the disconnections, proof of service and supporting records;
f) the nature and legal effect of the payment of ₹23,54,393 stated to have been made on 22.06.2026, including reconciliation of the relevant account entries and amounts claimed to have been transferred or adjusted;
g) whether any adjustment, credit or refund is warranted after determination of the underlying liability;
h) connection-wise and period-wise reconciliation of bills, payments, adjustments and outstanding amounts;
i) the existence, quantum and treatment of security deposits or additional security deposits and any applicable interest;
j) the subsequent meter-testing, billing and record-production issues, insofar as they constitute independent and maintainable grievances; and
k) the meter-testing fee stated to have been deposited by the Appellant for third-party meter testing, and any consequential relief, insofar as that issue is maintainable and has not been finally determined.

These are issues requiring examination, not findings that the Appellants' allegations are established. Their determination requires consideration of the relevant pleadings and primary records and application of the governing statutory and regulatory provisions.

The fact that a grievance was pleaded or mentioned before the CGRF is not equivalent to a decision on its merits. Conversely, the absence of a merit's determination does not establish the Appellants' entitlement to the relief sought.

35. The Appellants have also sought action under Section 142 and other penal or regulatory provisions of the Electricity Act, 2003.

The jurisdiction of the CGRF is subject to the exclusions specified in the 2024 Regulations, including in relation to proceedings under Section 142. The CGRF cannot exercise a penal jurisdiction not conferred upon it by the Regulations. However, a prayer for penal action does not necessarily extinguish an underlying consumer grievance which is otherwise within the jurisdiction of the CGRF. For example, an allegation that a disconnection was affected contrary to Section 56(1) may raise a consumer grievance concerning the legality of the disconnection and consequential relief available to the consumer.

The Learned CGRF shall distinguish between adjudication of the underlying consumer grievance within its jurisdiction and any independent penal or regulatory action falling within the jurisdiction of the Hon'ble Commission or another competent authority.

36. The present disputes involve examination of consumer-account records of service connection No. 740003152 and 740003158, bills, payment records, notices and proof of service, dues-transfer records, meter-related documents, security-deposit records and migration records. These matters require factual examination and first-instance findings by the competent Forum.
37. Regulation 39 provides a mechanism for remand in the circumstances contemplated therein. In the present case, the order dated 24.08.2026 is liable to be set aside to the limited extent that it disposes of subsequent and independently cognizable grievances without adequately distinguishing them from matters finally decided in 2022 or determining their maintainability issue by issue.

    It is therefore appropriate to remit those issues to the Learned CGRF rather than undertake first-instance adjudication of disputed facts and accounts at the Ombudsman level. The remand shall preserve the effect of the earlier order to the extent applicable and shall not be treated as permission to reopen matters finally determined by that order.
38. The Appellants have sought production and inspection of the original CGRF file relating to the order dated 25.03.2022, correspondence exchanged with the distribution licensees, account statements, bills, payment records, dues-transfer documents, security-deposit records, meter-testing records, disconnection notices, field records and proof of service.

    The proceedings dated 08.10.2026 record the issue concerning access to the annexures accompanying the reply dated 07.10.2026. The subsequent submission of Annexure 3 and supporting documents on 12.10.2026 is also recorded.

    This Authority does not find it necessary to order blanket production of every historical record requested by the Appellants. The records required must be identified by reference to the issues that are maintainable and require adjudication. The Learned CGRF shall call for and examine the primary records relevant to those issues.
39. Where a relevant record is stated to be unavailable, the concerned party shall state that position specifically and, wherever appropriate, indicate whether the record can be verified or reconstructed from another source. The Appellants may place specific requests for production or inspection before the Learned CGRF, which shall consider them in accordance with the 2024 Regulations and the principles of natural justice.
40. No adverse inference is drawn by this Authority merely from the procedural objections concerning access to documents recorded during the proceedings. Any adverse inference in the remanded proceedings shall be drawn only in accordance with the applicable Regulations and upon the requisite satisfaction of the Learned CGRF.
41. The Appellants have raised allegations concerning alleged interception or vetting of correspondence, conflict of interest, institutional bias, conduct of certain members or Officers and other procedural irregularities. These allegations are disputed and cannot be treated as established merely because they have been pleaded.

    It is not necessary to determine the merits of those allegations to decide the present challenge to the order dated 24.08.2026. Regulation 7 of the 2024 Regulations provides a mechanism concerning complaints against the Chairperson or Members of the CGRF in the circumstances specified therein. Any remedy available under that Regulation or before the competent authority remains open in accordance with law.

The issue raised in reference to the Member Licensee, Mr Zaver Goti, is stated to have been redressed following his succession by Mr Vishal Jhaveri. No further finding on that issue is necessary for disposal of the present representation.

The remand shall not be construed as a finding that the Learned CGRF or any of its members acted with bias, mala fides or conflict of interest, nor shall it be treated as a finding in favour of either party on those allegations.

42. During the hearing dated 21.10.2026, the Appellant sought restoration of Consumer No. 740003152 of M/s Patni Enterprises. He submitted that ₹23,54,393 relating to disputed dues had been cleared by way of transfer or adjustment in the account of M/s Nirmal Plastic Industries. The Respondent stated that approximately ₹8.30 lakh relating to the service No. 740003152 for the pre-takeover period are still outstanding.

The restoration issue is distinct from the final determination of the correctness of the disputed dues, the legality of the transfer or adjustment and the ultimate liability of either consumer account.

In the circumstances recorded during the hearing, restoration was directed subject to completion of the requisite commercial formalities by the Appellant, with the approximately ₹8.30 lakh claimed to relate to the pre-takeover period being kept under a deferred account head. The deferred amount shall not, by itself, be insisted upon as a condition for restoration pursuant to this Order.

This arrangement is interim and without prejudice to the rights and contentions of either party. It does not constitute a finding that the amount of ₹23,54,393 has been correctly transferred or adjusted, that the amount of approximately ₹8.30 lakh is legally recoverable, or that either amount is finally payable by either Appellant. The ultimate correctness, allocation, recoverability or adjustment of these amounts shall be determined by the Learned CGRF, insofar as the issues form part of the maintainable grievances remitted to it.

III. Conclusion

The earlier CGRF order dated 25.03.2022 cannot be reopened merely by restating the same grievance. At the same time, that order cannot, without issue-wise examination, be treated as a bar against every subsequent grievance arising from later events.

The representation filed on 23.08.2026 was initially presented on the ground of non-disposal within the prescribed period. The CGRF order dated 24.08.2026 was passed subsequently and placed on record on 26.08.2026. The procedural status of the initial representation must be distinguished from the subsequent challenge to the CGRF order, which has been considered in these proceedings after the parties were afforded an opportunity to address the issues.

The order dated 24.08.2026 does not adequately distinguish matters finally adjudicated in 2022 from subsequent grievances, nor does it contain a comprehensive issue-wise adjudication of the latter. The appropriate course is to set aside the order to the limited extent identified above and remand the relevant grievances under Regulation 39 of the 2024 Regulations.

The Learned CGRF shall determine jurisdiction, limitation and maintainability issue by issue, preserve the finality of the earlier order to the extent applicable, call for relevant

records and, where a grievance is maintainable, adjudicate it on merits by a reasoned order after affording the parties a reasonable opportunity of hearing.

The restoration arrangement recorded on 21.10.2026 shall operate in accordance with the directions below and shall not be construed as a final determination of the disputed accounts or monetary claims.

IV. Order

In view of the foregoing discussion and findings, Case No. 293 of 2026 is disposed of with the following directions:

A. The order dated 24.08.2026 passed by the Learned CGRF, DNHDDPDCL, Silvassa, in Complaint No. DNHDD/CGRF/C.G. No. 02/2026-27 is set aside to the limited extent that it disposes of subsequent and independently cognizable consumer grievances without adequately distinguishing them from matters finally decided by the earlier order dated 25.03.2022 or determining their maintainability issue by issue.

B. The matter is remanded to the Learned CGRF under Regulation 39 of the 2024 Regulations for fresh consideration and adjudication in accordance with this Order.

C. The Learned CGRF shall first identify and segregate:

1. matters finally adjudicated by the earlier order dated 25.03.2022;
2. grievances which seek, in substance, to reopen matters finally decided by that order;
3. subsequent grievances, subject to the applicable jurisdictional and limitation requirements; and
4. reliefs falling outside the jurisdiction of the CGRF.

The earlier order dated 25.03.2022 is not set aside or reviewed by this Order. Its effect shall be preserved to the extent that it finally determined matters falling within its scope.

D. Subject to maintainability, limitation and jurisdiction, the Learned CGRF shall adjudicate the subsequent grievances concerning:

1. the basis and legality of the alleged transfer or adjustment of dues between Consumer Nos. 740003152 and 740003158;
2. the outstanding liability, if any, in each concerned consumer account;
3. the disconnections relating to Consumer Nos. 740003152, 740003158, 740002781 and 740013882, including compliance with Section 56(1) of the Electricity Act, 2003 and the applicable Supply Code and Regulations;
4. the payment of ₹23,54,393 stated to have been made on 22.06.2026 and any consequential adjustment, credit or refund warranted after determination of the underlying liability;
5. connection-wise and period-wise account reconciliation;
6. security deposits or additional security deposits, migration records and any applicable interest;
7. subsequent meter-testing, billing and record-related issues, including the meter-testing fee stated to have been deposited for third-party testing, insofar as those issues constitute independent and maintainable grievances; and
8. consequential consumer relief, if any, in accordance with law.

E. The Learned CGRF shall pass a fresh, issue-wise, reasoned and speaking order. The order shall identify each issue, the material pleadings and evidence relied upon, the

applicable statutory or regulatory provision, the finding on that issue, the reasons supporting the finding and any consequential direction.

F. The Respondents shall make available to the Learned CGRF the relevant primary records necessary for adjudication, including account statements, bills, payment records, notices and proof of service, dues-transfer or adjustment records, disconnection records, available meter-testing records, and security-deposit and migration records. The records already placed on record in the present proceedings shall also be transmitted electronically to the Learned CGRF.

G. Where a party claims that a relevant record is unavailable, the Learned CGRF shall require the concerned party to state that position specifically and, wherever appropriate, indicate whether the record can be verified or reconstructed from another source. Specific requests by the Appellants for production or inspection of further records shall be considered in accordance with the applicable Regulations and the principles of natural justice.

H. The direction concerning restoration of Consumer No. 740003152 of M/s Patni Enterprises, recorded during the hearing dated 21.10.2026, shall be implemented subject to completion of the requisite commercial formalities by the Appellant and the applicable charges prescribed for the relevant category of connection. The amount of approximately ₹8.30 lakh claimed to relate to the pre-takeover period shall be kept under a deferred account head and shall not, by itself, be insisted upon as a condition for restoration pursuant to this Order.

I. The arrangement concerning restoration and deferral of the amount referred to above is interim and without prejudice to the rights and contentions of either party. No final finding is recorded concerning the correctness, allocation, recoverability or adjustment of the amount of ₹23,54,393 or the amount of approximately ₹8.30 lakh. Those issues, insofar as they form part of the maintainable grievances, shall be examined by the Learned CGRF on the basis of the relevant records and submissions.

J. The replies and annexures filed by the Respondents, the Appellants' email dated 11.10.2026 and the subsequent submission of Annexure 3 and supporting documents on 12.10.2026 shall form part of the procedural record transmitted to the Learned CGRF. Their evidentiary value and the need for further records shall be considered by the Learned CGRF in the course of adjudication.

K. The Interlocutory Applications seeking production of records, interrogatories, technical verification, account reconciliation and other evidentiary directions, insofar as they relate to the substantive grievances remitted by this Order, may be placed before the Learned CGRF for consideration in the course of the remanded proceedings. The Learned CGRF shall decide such applications in accordance with the 2024 Regulations and the principles of natural justice.

L. The prayers seeking action under Section 142 or other penal provisions shall be dealt with only to the extent permissible within the jurisdiction of the relevant authority. The Learned CGRF shall distinguish between adjudication of an underlying consumer grievance within its jurisdiction and independent penal or regulatory proceedings falling within the jurisdiction of the Commission or another competent authority.

M. The allegations concerning bias, interception or vetting of correspondence, conflict of interest or misconduct of any CGRF member or Officer are not adjudicated on their merits in this Order. Any remedy available under Regulation 7 of the 2024 Regulations or before the competent authority remains open in accordance with law.

N. The Learned CGRF shall afford reasonable opportunity of hearing to all concerned parties and shall **endeavour to dispose of the remanded matter within one month from the date of receipt of this Order by email**. The Authority of the Electricity Ombudsman shall retain the record of electronic transmission and receipt. If the Learned CGRF is unable to conclude the proceedings within that period, it shall record the reasons for the delay and proceed in accordance with the applicable Regulations.

O. This Order does not determine the merits of the disputed bills, the validity or quantum of outstanding dues, the legality of the dues transfer, the legality of any disconnection, the final treatment of the payment stated to have been made on 22.06.2026, entitlement to refund or adjustment, security deposits or interest, or the merits of disputed technical or meter-related claims, except for the interim restoration arrangement expressly recorded above.

P. After the Learned CGRF passes its fresh reasoned order pursuant to this remand, any aggrieved party shall be at liberty to avail itself of the remedy available under Section 42(6) of the Electricity Act, 2003 and the applicable JERC Regulations, subject to the prescribed conditions and limitation.

Q. The Appellants and Respondents shall appear before the Learned CGRF on such date as may be fixed by it. A copy of this Order, together with the relevant record of the present proceedings, shall be transmitted electronically to the Learned CGRF and the concerned Respondents for compliance.

R. Case No. 293 of 2026 stands disposed of by way of remand, with the above directions. No order as to costs.

Pronounced on this 22nd day of October, 2026.

22/10/26

(C. M. Sharma)
Electricity Ombudsman
For the State of Goa and Union Territories.