

BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

(Appointed by the Maharashtra Electricity Regulatory Commission
under Section 42(6) of the Electricity Act, 2003)

REPRESENTATION NO. 43 OF 2026

In the matter of high bill

Prateek Industries Pvt Ltd.....Appellant
(Cons. No. 075991010645)

V/s.

Maharashtra State Electricity Distribution Co. Ltd., Nashik (R). Dn. Respondent
(MSEDCL)

Appearances:

Appellant : Rajendra Kumar Bharadwaj

Respondent: 1. Anil Zatkare, Executive Engineer Nashik (R) Dn.
2. Hemant Bansod, Dy. Exe Engineer, Sinner-1 S/Dn.
3. Pramod Gangurde, Assistant Accountant.

Coram: Vandana Krishna [IAS (Retd.)]


Date of hearing: 5th June 2026

Date of Order : 18th June 2026

ORDER

This Representation was filed on 9th April 2026 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the Order dated 23.02.2026 passed by the Consumer Grievance Redressal Forum, MSEDCL, Nashik Circle in Case No. 133 of 2025. The Forum rejected the grievance application of the Appellant.

2. The Appellant has filed the present Representation challenging the order passed by the Forum. An e- hearing was conducted on 5th June 2026 through video conference. Both parties


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Secretary
Electricity Ombudsman Mumbai



were heard at length. The Appellant’s submissions and arguments are stated as below. *[The Electricity Ombudsman’s observations and comments are recorded under ‘Notes’ where needed.]*

- (i) The Appellant is an industrial consumer of MSEDCL. The particulars of the electricity connection are set out in Table 1.


Table 1:

Appellant	Consumer No.	Address	Sanct. Load	Date of Supply	High Bill in Sep. 2025
Prateek Industries Pvt Ltd.	075991010645	P. No. A-20, STICE, Musalgaon, Sinnar, Nashik	2.68 KW	30.09.2024	1235 units in Sep. 2025 for Rs. 11,980/- which was higher than the typical monthly average of 100–500 units.

- (ii) The Appellant’s monthly consumption from November 2024 to August 2025 remained consistently between 100 and 500 units. However, the bill for September 2025 reflected an abnormal consumption of 1,235 units, resulting in a demand of Rs. 11,980/-. During the said period, no industrial production activity was carried out at the premises and electricity was utilized only for lighting purposes.
- (iii) On 24/25 September 2025, the Appellant’s watchman noticed a short circuit in the Respondent’s Feeder Pillar. Photographs placed on record clearly show signs of a major short circuit in the Feeder Pillar. The Respondent’s own consumption data further indicates that out of the total 1,235 units recorded in September 2025, as many as 970 units were registered within a span of only four days. The data is tabulated as below:

Table 2:

Date	22.09.2025	23.09.2025	24.09.2025	25.09.2025	Total
Units Recorded	219	248	249	254	970


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In the absence of any production activity, such exceptionally high consumption was impossible under normal circumstances and is attributable to the short circuit in the Respondent's Feeder Pillar.

- (iv) Aggrieved by the abnormal billing, the Appellant approached the Forum on 15.12.2025. However, the grievance was rejected without adequately considering the established consumption pattern, the absence of industrial operations, and the documented electrical fault in the Respondent's infrastructure (Feeder Pillar).
- (v) The Appellant, therefore, prays that the September 2025 bill be revised and reassessed on an average consumption basis.

3. The Respondent's submissions and arguments are stated as below.

- (i) The Appellant is a consumer bearing No. 075991010645 since 30.09.2024. The particulars of the electricity connection and the details of the September 2025 electricity bill are set out in Table 1.
- (ii) The Appellant's bill was generated on the basis of MRI data retrieved from the meter through the Meter Data Acquisition System (MDAS). The electrical installation and wiring beyond the point of supply are owned, controlled, and maintained by the Appellant. Therefore, any issue relating to leakage current, as alleged by the Appellant, or any internal fault resulting in excessive current draw falls within the consumer's installation and cannot be attributed to the Respondent. The consumption recorded by the meter reflects the actual electrical energy consumed at the premises, for which the Appellant is liable to make payment. Further, a digital meter does not ordinarily record abnormal consumption for a limited period and thereafter revert to normal recording in the absence of any corresponding electrical load or energy flow.
- (iii) The consumption pattern of the Appellant as per CPL is tabulated as below:



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Year	2024-25	2025-26	2026-27
Month	Units billed	Units billed	Units billed
Apr		550	512
May		365	
Jun		120	
Jul		150	
Aug		113	
Sep		1235	
Oct	1	218	
Nov	852	189	
Dec	478	178	
Jan	528	166	
Feb	508	188	
Mar	548	265	
Toal	2915	3737	512
Cons/Mth	583	311	512

- (iv) The meter originally installed at the time of release of the connection continues to remain in service and has not been replaced. The said meter (No. 0E145039), which recorded the consumption for September 2025, is presently functioning satisfactorily and recording consumption accurately.
- (v) The half-hourly consumption data sheets for September 2025, generated through the Meter Data Acquisition System (MDAS), were provided to the Appellant upon his specific request. The burning observed in the Feeder Pillar may have been caused by an initial partial short circuit originating within the consumer's premises, possibly due to inadequate maintenance of the electrical installation or machinery.
- (vi) The Appellant has sold the subject property to Tech Plast Engineering Industries. An online application for change of name was received through MSEDCL's WSS Portal on 31.03.2026, and the change was subsequently effected in the electricity bill issued for April 2026.
- (vii) The burning of the cable in the feeder pillar had no bearing on the higher consumption recorded in the Appellant's meter, as any fault current arising from such burning was dissipated through the earthing system of the feeder pillar and did not pass through or affect the Appellant's metering circuit.
- (viii) In view of the above, the Respondent prays that the representation of the Appellant be rejected.

Analysis and Ruling


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4. Heard the parties and perused the documents on record. The dispute relates to the electricity consumption of 1,235 units recorded during September 2025.


5. The Appellant contends that such consumption is abnormal, particularly when compared with the consumption recorded during the preceding months, and attributes the same to a short circuit allegedly occurring in the Respondent's Feeder Pillar on 24–25 September 2025. According to the Appellant, no industrial production activity was carried out during the relevant period and electricity was used only for lighting purposes. September 2025 bill was generated on the basis of actual meter readings and MRI/MDAS data retrieved from the meter. The Appellant has not produced any technical evidence to establish that the meter was defective, inaccurate, or malfunctioning. On the contrary, the Respondent has placed on record that the same meter (No. 0E145039) continues to remain in service and is presently functioning satisfactorily.

6. The Appellant has relied upon photographs showing burning in the Feeder Pillar and has sought to correlate the same with the high consumption recorded during September 2025. Mere occurrence of burning in a Feeder Pillar cannot, by itself, lead to the conclusion that the energy recorded by the consumer's meter was erroneous. The Respondent's explanation that any fault current arising from such burning would be dissipated through the earthing system and would not pass through the consumer's metering circuit remains unrebutted.

7. The half-hourly data supplied by the Respondent indicates that substantial consumption was recorded during the disputed period. The Ombudsman cannot disregard actual consumption data recorded by a functioning meter merely on the basis of presumptions regarding non-operation of the industrial unit. The contention that no production activity was carried out during the relevant period is also not sufficient to invalidate the recorded consumption. Electrical energy may be consumed due to various loads and conditions within the consumer's installation, and no material has been produced to conclusively demonstrate that the recorded consumption was impossible or technically unachievable at the premises.

8. Upon consideration of the entire material on record, we find that the Appellant has failed to establish that the disputed consumption of September 2025 was the result of any defect


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in the meter, billing error, or fault attributable to the Respondent. The consumption was recorded through a meter which continues to function satisfactorily, and the bill was raised on the basis of actual meter data as per Regulation 16.1.2 of MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 which is produced as below:

16.1.2 The Distribution Licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the Consumer by hand or post or courier within Five (5) days of date of Bill unless the Consumer has opted for digital mode of communication only:

9. We, therefore, find no infirmity in the order passed by the Forum warranting interference in exercise of appellate jurisdiction. The order passed by the Forum is upheld.

10. The Representation is hereby rejected and disposed of accordingly.

Sd/
(Vandana Krishna)
Electricity Ombudsman (Mumbai)


(Dilip Dumbre)
Secretary
Electricity Ombudsman Mumbai

