**CORPORATE CONSUMERS GRIEVANCES REDRESSAL FORUM**

**PUNJAB STATE POWER COPROPRATION LIMITED**

**220 KV S/Stn. Opp. Verka Milk Plant, Ferozepur Road, Ludhiana**

**Tel: 0161-2971912, email: secy.cgrfldh@gmail.com**

**CASE NO.: CF-110/2023**

**Date of Registration : 23.08.2023**

**Date of Closing : 29.08.2023**

**Date of Final Order : 05.09.2023**

**In the Matter of:**

 **Mr. Ashok Kumar,**

**Raja Ram N Chaura Bazar, Ludhiana.**

**A/C No.: 3003314693**

**Through:**

Mr. Ashok Kumar, **…Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/Op. City Centre Divn. (Spl.),

PSPCL, Ludhiana  **…Respondent**

1. **BRIEF HISTORY**

Petition, against case no. CF-110/2023 has been filed as an appeal against decision dated 26.04.2023 of Circle CGRF, City East, Ludhiana in this Forum by the petitioner, in the matter related to account no.3003314693 in the name of Sh. Ashok Kumar. Petitioner is having NRS connection with sanctioned load of 1.000 KW under Op. City Centre Divn. PSPCL, Ludhiana. Petitioner was issued bill dated 01.08.2022 for 109 days for the period from 25.03.2022 to 12.07.2022 on ‘O’ code for the consumption of 5615 KWH amounting to Rs. 47960/- and bill dated 18.10.2022 for 98 days for the period from 12.07.2022 to 18.10.2022 on ‘O’ code for the consumption of 3940 units amounting to Rs. 84670/- including unpaid arrear. Petitioner did not agree to these bills and challenged his meter. Site was checked and LCR no. 92/2123 dated 31.12.2022 was prepared in which reading was recorded as 15116Kwh and load was detected as 1.180 Kw against SL of 1 Kw. Meter of the petitioner was replaced vide MCO no. 100020304178 dated 05.01.2023 being challenged, effected on 27.01.2023. Meanwhile petitioner was issued another bill dated 13.01.2023 for 87 days from 18.10.2022 to 13.01.2023 on ‘O’ code for the consumption of 1436 units amounting to Rs. 101070/- & bill dated 26.01.2023 for 13 days from 13.01.2023 to 26.01.2023 on ‘O’ code for the consumption of 155 units amounting to Rs. 103650/-, both including unpaid arrears. Replaced Meter was sent to ME Lab vide challan no. 1837 dated 02.02.2023 where the accuracy of the meter on KWH mode was found within limits and DDL was taken. Petitioner did not agree with the bill dated 26.01.2023 and ME Lab report and filed his case in Circle CGRF, City East, PSPCL, Ludhiana. Circle CGRF City East Circle, Ludhiana decided the case on 26.04.2023 that amount charged is correct and recoverable. Petitioner did not agree to this decision and filed an appeal before Corporate CGRF, Ludhiana.

Forum heard the case in its proceedings on 24.08.2023 and finally on 29.08.2023 when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 24.08.2023***

*The petition has been placed before the Forum for admission. After considering the averments made in the petition, the petition is admitted. Notice be issued to ASE/Sr. Xen/Op. City central (Respondent) along with copy of petition.*

*Respondent shall submit five copies of the following record/documents before the Forum*

1. *Respondent shall confirm that there is no case pending before any Court/Forum or any other authority between PSPCL and Petitioner.*
2. *Respondent shall confirm the status of up to date payments and shall ensure that no bill other than the amount in dispute, is pending.*
3. *Respondent shall confirm that the complainant/applicant/petitioner is a competent/authorised person to file/defend the case on behalf of the consumer of the above a/c no.*
4. *Respondent shall also ensure the following action: -*
	1. *He will intimate how and when the decision of Circle CGRF was conveyed to the petitioner and submit copy of the related notice and evidence confirming its delivery to the petitioner.*
	2. *He will submit point-wise/para-wise reply to the petition be submitted in form of hard copy & soft copy (in word format) through email at* *secy.cgrfldh@gmail.com*
	3. *He will check/verify the energy bill dated 01.08.2022 amounting to Rs. 47960/-for consumption of 5615KWH with meter status O and further bill generated upto 13.01.2023 and bill dated 26.01.2023 amounting to Rs. 103650/-.*
	4. *He will submit copy of decision of Circle CGRF along with its case file.*
	5. *He will submit screenshots of the meter taken before 01/2023, consumption data depicting readings, dates of reading (in KWH & KVAH, MDI, PF etc.) also indicating the meter status, MF etc. For previous 5 years along with SAP reading record.*
	6. *He will submit copy of current site checking report and further submit copies of reports of checking carried out by various authorities previously.*
	7. *Submit copies of related Job order clearly depicting date of effect thereof, ME lab reports of CT/PT unit and meter in dispute alongwith its DDL.*
	8. *Intimate Regulation number of Supply Code, 2014 or any other relevant Rules/Regulations according to which the amount has been charged.*
	9. *Ensure that all the documents have been checked/verified & signed by ASE/Sr. XEN and he will be responsible for the authenticity of the documents/information submitted to the Forum.*

The case be put up on 29.08.2023.

***Proceedings Dated 29.08.2023***

*Respondent submitted five copies of reply to petition along-with other documents and the same have been taken on record. One copy handed over to petitioner.*

*Forum observed that as per DDL report; no abnormality in reading pattern or jumping of reading is observed in reading history, print out of the same was handed over to the petitioner.*

*Petitioner/PR stated that the petition and other documents already submitted may also be considered as part of oral discussion.*

*Respondent stated that the reply to the petition and other documents already submitted may be considered as oral discussion.*

 *Both the parties have nothing more to say and submit.*

 *The case is closed for passing speaking orders.*

1. **FACTS OF THE CASE AND OBSERVATIONS OF THE FORUM:**
2. The Petitioner is having NRS connection, bearing account no. 3003314693, with sanctioned load of 1.000 KW running under Op. City Centre Divn., Ludhiana.
3. The Petitioner in his Petition stated that: -

*I like to bring to your notice that I have filed a case of Rs. 103650/- in Circle CGRF and deposited Rs. 20730/- as 20% of disputed amount. PSPCL issued bill for 5615 units and 3940 units in 07/2022 and 10/2022 respectively. My meter was running fast due to which high units was recorded in meter. I have challenged the meter. New meter was installed but bill was not corrected by PSPCL, I filed the case in Circle CGRF but decision was given in favour of PSPCL. It is cleared that meter was running fast but biased decision given by Circle, CGRF. I have never received bill for this much higher units bill in my previous history. I have received the decision from Circle CGRF personally on 03.07.2023 So please accept the delay in filling the case and unbiased decision be given by you.*

1. Respondentin his reply submitted as under:

*Kpqkwr dI imqI- 25.03.2022 qoN imqI- 12.07.2022, 109 idnW dI Kpq, 5615 XUintW Aqy imqI- 12.07.2022 qoN imqI- 18.10.2022, 98 idnW dI Kpq 3940 irkwrf hox kwrx donW ib`lW dI rkm iek`TI ho ky 84670/- ru. ib`l bixAw[ Kpqkwr ny AwpxI irkwrf hoeI Kpq qoN sihmq nw huMdy hoey rsId nM: 2111004248836, imqI 05.01.2023 rwhI mItr cYlyNj PIs jmHW krvwauNdy hoey mItr cYlyNj kr id`qw[ sbMiDq JE duAwrw LCR no – 92/2123 imqI 31.12.2022 rwhI Kpqkwr dw Ahwqw cY````k kIqw igAw[ ijs Anuswr mOky qy c`ldw lof 1.54 KW pwieAw igAw Aqy rIifMg 15116 irkwrf hoeI[ aus auprMq MCO no - 100020304178, imqI 05.01.2023 rwhI imqI 27.01.2023 nMU Kpqkwr dw mItr FR-15434 qy bdlI krky AYm.eI. lYb ivc cY`k krvwaux leI ByijAw igAw[ME Lab dI irport stor clwn nM: 1837 imqI 02.02.2023 muqwibk FR-15434 pweI geI Aqy irport kIqI geI ik mItr dI KWH mof qy AYkurysI sImw ivc hY[ DDL MRI qy ilAw hY[ Kpqkwr ny ME Lab dI irport qoN sihmq nw huMdy hoey imqI – 26.01.2023 qk FR-15434 qy bxy ibl smyq eyirAw 103650/- ru. nUM jmHW krvwaux dI bjwey Awpxw kys DSC iv`c lgwaux leI Awpxw bynqI p`qr sInIAr kwrjkwrI ieMjInIAr, ngr kyNdrI mMfl Kws nUM id`qw[ ijs dI mnzurI au`p mu`K ieMjInIAr sMcwlx purbI hlkw, luiDAwxw jI v`loN p`qr mImo nM– 2870 sI.sI.jI.Awr.AYP imqI– 11.04.2023 nwl id`qI geI Aqy mwxXog srkl Kpqkwr iSkwieq invwrn Porm jI dy ies kys nMbr 304/2023 imqI 26.04.2023 nUM id`qy PYsly Anuswr Kpqkwr nUM cwrj kIqI geI rkm shI Aqy vsUlxXog hY[ ies qoN bwAd Kpqkwr ny Awpxw kys Awp jI kol lgwaux dI bynqI kIqI hY[ Kpqkwr dw kys loVINdy dsqwvyzw sihq AglyrI kwrvweI ih`q ByijAw jWdw hY jI[ DDL sent through Email.*

1. Forum has gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent as well as oral arguments made by the Petitioner and the Respondent, along with the material brought on the record. The issue that required adjudication in the present dispute is the legitimacy of the amount of Rs. 103650/- relating to the bills issued during the period from 01.08.2022 to 26.01.2023 held as correct and recoverable by Circle CGRF, City East, PSPCL Ludhiana vide its decision dated 26.04.2023.
2. Forum observed that Petitioner was issued bill dated 01.08.2022 for 109 days for the period from 25.03.2022 to 12.07.2022 on ‘O’ code for the consumption of 5615 KWH amounting to Rs. 47960/- and bill dated 18.10.2022 for 98 days for the period from 12.07.2022 to 18.10.2022 on ‘O’ code for the consumption of 3940 units amounting to Rs. 84670/- including unpaid arrear. Petitioner did not agree to these bills and challenged his meter. Site was checked and LCR no. 92/2123 dated 31.12.2022 was prepared in which reading was recorded as 15116Kwh and load was detected as 1.180 Kw against SL of 1 Kw. Meter of the petitioner was replaced vide MCO no. 100020304178 dated 05.01.2023 being challenged, effected on 27.01.2023. Meanwhile petitioner was issued another bill dated 13.01.2023 for 87 days from 18.10.2022 to 13.01.2023 on ‘O’ code for the consumption of 1436 units amounting to Rs. 101070/- & bill dated 26.01.2023 for 13 days from 13.01.2023 to 26.01.2023 on ‘O’ code for the consumption of 155 units amounting to Rs. 103650/-, both including unpaid arrears. Replaced Meter was sent to ME Lab vide challan no. 1837 dated 02.02.2023 where the accuracy of the meter on KWH mode was found within limits and DDL was taken. Petitioner did not agree with the bill dated 26.01.2023 and ME Lab report and filed his case in Circle CGRF, City East, PSPCL, Ludhiana. Circle CGRF on dated 26.04.2023 decided the case as under:

*“kmytI vloN Kpqkwr dw Kpq fwtw Aqy fI.fI.AYl GoiKAw igAw[ fI.fI.AYl muqwibk mItr dy shI hox dI puStI huMdI hY[ fI.fI.AYl GoKx auprMq sp`St rUp iv`c pwieAw igAw ik ieh rIifMg AYkumUlySn dw kys hY[ Kpqkwr nUM cwrj kIqI geI rkm shI Aqy vsUlxXog hY[”*

Petitioner did not agree to this decision dated 26.04.2023 of Circle CGRF, PSPCL, Jalandhar and filed appeal before Corporate CGRF, Ludhiana.

Forum observed the consumption data of the Petitioner as submitted by the Respondent which is tabulated under:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Year | 2019 | 2020 | 2021 | 2022 | 2023 |
| Month | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code |
| Jan |  |  |  |  | 28 | N |  |  | 1436 | O |
| Feb |  |  |  |  |  |  | 19 | P | 155 | E |
| Mar |  |  |  |  |  |  | 2 | P | 1018 | O |
| May |  |  |  |  |  |  | 2 | P | 713 | O |
| July |  |  |  |  |  |  | 5613 | O | 1271 | O |
| Sep | 236 | O | 12 | O | 8 | N |  |  |  |  |
| Oct |  |  |  |  |  |  | 3940 | O |  |  |
| **Total** | **236** |  | **12** |  | **36** |  | **9576** |  | **4593** |  |

From the above, it is observed that the consumption of the petitioner for the year 2019 to 2023 (upto 07/2023) is recorded as 236, 12, 36, 9576 and 4593 units respectively. Very negligible consumption has been recorded during 2019 to 2021 as compared to that during 2022 and 2023. Forum observed that reading of petitioner was not recorded during the entire year of 2021. Before the issuance of disputed bill of 08/2022 onwards petitioner was issued some bills on average basis on P-code. Thereafter disputed bill dated 01.08.2022 was issued for the period 25.03.2022 to 12.07.2022 (109days) for a consumption of 5615 units on ‘O’ code. Consumption of 5615 units in 109 days is comparatively on higher side probably due to incorrect reading of 4288 KWH recorded on 21.12.2021. Forum also observed the DDL report submitted by the respondent. The readings recorded by the meter reader vis-a-vis the readings as per the DDL report are tabulated as under:

|  |  |
| --- | --- |
| Reading taken by Meter Reader | DDL Readings |
| Date | Reading | Date | Reading |
| 01.02.2022 | 4307 | 10.01.2022 | 7696.16 |
| 02.02.2022 | 4288 | 26.02.2022 | 8028.50 |
| 24.03.2022 | 4290 | 31.03.2022 | 8507.93 |
| 25.03.2022 | 4288 | 27.04.2022 | 9300.16 |
| 25.05.2022 | 4290 | 17.05.2022 | 10172.59 |
| 12.07.2022 | 9903 | 11.06.2022 | 11077.30 |
| 04.10.2022 | 9903 | 03.07.2022 | 11922.99 |
| 18.10.2022 | 13843 | 22.08.2022 | 12967.03 |
| 13.01.2023 | 15279 | 14.09.2022 | 13852.98 |
| 26.01.2023 | 15434 | 12.10.2022 | 14487.47 |
|  |  | 04.11.2022 | 14884.99 |
|  |  | 02.12.2022 | 15201.64 |
|  |  | 22.01.2023 | 15434.47 |

From the above data, it is very clear that meter was recording the readings correctly and there is no event of any abnormal consumption, however, the meter reader was not taking/recording correct readings. Forum observed that the excess consumption recorded during the disputed period as compared to the consumption of corresponding period of previous year is due to less reading recorded on 21.12.2021 and even earlier thereby concealing actual consumption as proved by DDL report.

So, it is concluded that energy bills issued for the period from 01.08.2022 to 26.01.2023 were correctly issued on the basis of energy recorded and reflected in the meter readings of the Energy Meter. The legitimacy/ correctness of the aforesaid disputed bills has been proved beyond any doubt when accuracy of the Energy Meter has been found within permissible limits during checking in M.E Lab. So, the meter was recording readings correctly and the same has been confirmed by the DDL report of the meter.

Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent as well as oral arguments made by the Petitioner and the Respondent, along with the material brought on the record. Forum is of the opinion that the bills issued to the petitioner from 01.08.2022 to 26.01.2023 amounting to Rs. 103650/- are justified. Accordingly, the decision dated 26.04.2023 of Circle CGRF, City East, PSPCL Ludhiana is required to be upheld. Further respondent is required to investigate the matter and action is required to be taken against the meter reader/meter reading agency for concealing the actual readings/consumption causing recurring revenue loss to the PSPCL.

Keeping in view the above, Forum came to unanimous conclusion that the bills issued to the petitioner during the period from 01.08.2022 to 26.01.2023 amounting to Rs. 103650/- are correct and recoverable. The decision dated 26.04.2023 of Circle CGRF, City East, PSPCL Ludhiana be upheld. Further Dy. CE/DS City East Circle, Ludhiana be directed to investigate the matter and action be taken against the meter reader/meter reading agency for concealing the actual readings/consumption causing recurring revenue loss to the PSPCL.

1. **Decision**:

Keeping in view the petition, reply, oral discussion, after hearing both the parties, perusal of the record produced by them & observation of Forum,

Forum decides that: -

1. **The bills issued to the petitioner during the period from 01.08.2022 to 26.01.2023 amounting to Rs. 103650/- are correct and recoverable.** **The decision dated 26.04.2023 of Circle CGRF, City East, PSPCL Ludhiana is upheld.**
2. **Dy. CE/DS City East Circle, Ludhiana is directed to investigate the matter and action be taken against the meter reader/meter reading agency for concealing the actual readings/consumption causing recurring revenue loss to the PSPCL.**
3. **As required under Regulation 2.41 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) Regulations, 2016 the compliance of this decision shall be made within 21 days from the date of receipt of this order.**
4. **If the Petitioner is not satisfied with the decision of CGRF, he is at liberty to file a representation before the Ombudsman appointed / designated by the Punjab State Electricity Regulatory Commission within 30 days from the date of receipt of the order of the Forum, as required under Regulation 2.49 read with Regulation 2.45 and 2.48 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) Regulations, 2016.**

**(CA. Baneet Kumar Singla) (Er. Himat Singh Dhillon)**

**Member (Finance) Independent Member**

**(Er. Navdeep Singh Chahal) (Er. Kuldeep Singh)**

**Permanent Invitee Chairperson**

**O/o CE/Commercial, PSPCL**

**Place: Ludhiana**

**Date: 05.09.2023**