**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-115/2023**

**Date of Registration : 29.08.2023**

**Date of Closing : 05.09.2023**

**Date of Final Order : 14.09.2023**

**In the Matter of:**

 **Sh. Gurdip Singh,**

**Vill. Jainpur, Teh. - Balachaur, SAS Nagar.**

**A/c No.: N26KF220914M**

**Through:**

Sh. Gurdip Singh  **...Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/DS Division,

PSPCL, Garhshankar. **...Respondent**

1. **BRIEF HISTORY:**

Petition against case No.: CF-115/2023 has been filed directly in the Forum, in the matter related to A/c no. N26KF220914M, in the name of Sh. Gurdip Singh. The Petitioner is having NRS connection with the sanctioned load of 4.00 KW under DS Division, PSPCL, Garhshankar. Petitioner was issued bill dated 24.08.2022, with reading 55898 KWH, for the period of 61 days from 03.05.2022 to 24.08.2022 on I-code average consumption of 1021 KWH. Next bill dated 26.10.2022 was again issued on I-code average consumption of 1273 KWH, with new reading 77139 KWH for the period of 63 days amounting to Rs. 11300/-. Petitioner deposited this bill on 04.11.2022. After adjusting the I-code bills, petitioner was then issued bill dated 19.12.2022, with old reading 19018 KWH and new reading 95269 KWH, for a consumption of 76251 KWH in 230 days from 03.05.2022 to 19.12.2022 amounting to Rs. 667360/-(including previous adjustment of Rs. 26210/-). Petitioner did not agree to this bill and challenged his meter depositing Rs. 236/- as meter challenge fee vide BA-16 no. 171/55343 dated 20.01.2023. Connection of the petitioner was checked vide LCR no. 20/124 dated 20.01.2023 as per which meter was found running without load. Meter of the petitioner was changed vide MCO no. 50/135 dated 20.01.2023 effected on 20.01.2023. Removed meter was checked in ME Lab vide challan no. 13 dated 13.02.2023 where accuracy of the meter was found OK and reading was verified as 95271 KWH. Petitioner did not agree to bill dated 19.12.2022, issued for consumption of 76251 and filed his case in the Corporate CGRF, Ludhiana. Forum heard the case in its proceedings dated 30.08.2023 and finally on 05.09.2023, when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 30.08.2023***

*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. Garhshankar (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 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*
	2. *He will check/verify the energy bill dated 19.12.2022 amounting to Rs. 667360/-for consumption of 76251KWH for period 03.05.2022 to 19.12.2022, meter status ‘O’ code.*
	3. *He will submit screenshots of the meter taken before 05/2022, 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.*
	4. *He will submit copy of current site checking report and further submit copies of reports of checking carried out by various authorities previously.*
	5. *Submit copies of related Job order clearly depicting date of effect thereof, ME lab reports of meter in dispute alongwith its DDL.*
	6. *Intimate Regulation number of Supply Code, 2014 or any other relevant Rules/Regulations according to which the amount has been charged.*
	7. *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 05.09.2023.*

***Proceedings dated: 05.09.2023***

*Respondent submitted five copies of reply to petition and the same has been taken on record. One copy 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 bearing A/c no. N26KF220914M, is having NRS connection with sanctioned load of 4.00 KW, in the name of Sh. Gurdip Singh, under DS Division, Garhshankar.
3. The Petitioner in his Petition prayed that: -

*ਨਿਮਰਤਾ ਸਹਿਤ ਬੇਨਤੀ ਕੀਤੀ ਜਾਦੀ ਹੈ ਕਿ ਮੈਂ ਗੁਰਦੀਪ ਸਿੰਘ ਪੁੱਤਰ ਸ੍ਰੀ ਦਿਲਾਵਰ ਸਿੰਘ ਵਾਸੀ ਪਿੰਡ ਜੈਨਪੁਰ ਤਹਿਸੀਲ ਬਲਾਚੌਰ ਜਿਲਾ ਸ਼ਹੀਦ ਭਗਤ ਸਿੰਘ ਦਾ ਵਸਨੀਕ ਹਾਂ । ਮੇਰੇ ਨਾਮ ਉੱਤੇ ਮੇਰੇ ਪਿੰਡ ਬਕਾਪੁਰ ਵਿਚ ਉਪ ਮੰਡਲ ਸੜੋਆ ਅਧੀਨ ਇਕ ਦੁਕਾਨ ਦਾ ਮੀਟਰ ਚਲਦਾ ਹੈ, ਜਿਸ ਦਾ ਖਾਤਾ ਨੰਬਰ N26KF22/914-A(NRS) ਹੈ । ਮੈਂ ਇਹ ਕੁਨੈਕਸ਼ਨ ਸਾਲ 2019 ਵਿੱਚ ਲਿਆ ਸੀ । ਉਸ ਸਮੇਂ ਤੋਂ ਹੀ ਮੇਰਾ ਬਿੱਲ ਲਗਭਗ 8000 ਤੋਂ 12000 ਰੁਪਏ ਲਗਭਗ ਆਉਂਦਾ ਸੀ । ਮਹੀਨਾ 05/2019 ਤੋਂ 05/2022 ਤੱਕ 3 ਸਾਲਾ ਵਿਚ ਮੇਰੀ 445 19018 ਯੂਨਿਤ ਸੀ। ਜਦੋਂ ਕਿ ਇਸ ਤੋਂ ਬਾਅਦ ਜੂਨ 2022 ਅਗਸਤ 2022 ਅਤੇ ਅਕਤੂਬਰ 2022 ਵਿਚ ਮੈਨੂੰ ਐਵਰਜ ਆਧਾਰ ਤੋਂ ਬਿੱਲ ਆਏ। ਫਿਰ ਸਤੰਬਰ 2022 ਵਿਚ ਮੈਨੂੰ 19018 ਤੋਂ 95269 ਰੀਡਿੰਗ ਤੱਕ 76251 ਯੂਨਿਟਾਂ ਦਾ 6,67,360/- ਰੁਪਏ ਬਿੱਲ ਆਇਆ। ਜਿਸ ਉਪਰੰਤ ਮੈਂ ਉਪ ਮੰਡਲ ਸੜੋਆ ਵਿਖੇ ਬਿੱਲ ਚੈਕ ਕਰਨ ਲਈ ਅਰਜ਼ੀ ਦਿੱਤੀ। ਮੀਟਰ ਦੇਖਣ ਤੇ ਮੌਕੇ ਤੇ ਪਾਇਆ ਗਿਆ ਕਿ ਮੀਟਰ ਬਿਨਾਂ ਲੋਡ ਤੇ ਬਹੁਤ ਤੇਜ ਚਲਦਾ ਹੈ। ਇਸ ਉਪਰੰਤ ਮੈਂ BA-16 ਨੰਬਰ 171/55343 ਮਿਤੀ 20/11/203 ਰਾਹੀ ਮੀਟਰ ਚੈਲੇਂਜ ਕੀਤਾ। ਜੋ ਕਿ ਸਾਡਾ ਮੀਟਰ ਦਫਤਰ ਦੇ ਸੂਚਿਤ ਕਰਨ ਅਨੁਸਾਰ ਸਟੋਰ ਚਲਾਨ ਨੰਬਰ 13 ਮਿਤੀ 13.02.2023 ਰਾਹੀਂ ਚੈੱਕ ਕਰਵਾਇਆ ਗਿਆ। ਦਫਤਰ ਵੱਲੋਂ ਸਾਨੂੰ ਪੱਤਰ ਨੰਬਰ 290 ਮਿਤੀ 21.03.2023 ਰਾਹੀ ਸੂਚੀਤ ਕੀਤਾ ਗਿਆ ਕਿ ਮੀਟਰ ਦੀ ਚੈਕਿੰਗ ਰਿਪੋਰਟ ਅਨੁਸਾਰ ਮੀਟਰ ਠੀਕ ਪਾਇਆ ਗਿਆ ਹੈ ।*

*ਨਿਮਰਤਾ ਸਹਿਤ ਬੇਨਤੀ ਹੈ ਕਿ ਮੈਨੂੰ ਪਿਛਲੇ 3 ਸਾਲਾ ਵਿਚ ਇੰਨਾ ਬਿੱਲ ਕਦੇ ਵੀ ਨਹੀਂ ਆਇਆ। ਅਸੀ ਇੰਨਾ ਬਿੱਲ ਅਦਾ ਨਹੀ ਕਰ ਸਕਦੇ। ਇਸ ਲਈ ਮੇਰੀ ਆਪ ਜੀ ਨੂੰ ਬੇਨਤੀ ਹੈ ਕਿ ਕ੍ਰਿਪਾ ਕਰਕੇ ਮੇਰੇ ਬਿੱਲ ਦੀ ਵਾਧੂ ਆਈ ਰਕਮ ਨੂੰ ਰਿਕਾਰਡ ਦੇ ਅਧਾਤਰ ਤੇ ਮੁਆਫ ਕੀਤਾ ਜਾਵੇ ਜੀ। ਮੈਂ ਆਪ ਜੀ ਦਾ ਬਹੁਤ ਧੰਨਵਾਦੀ ਹੋਵਾਗਾ ।*

1. The Respondent in his reply to petition stated that: -
	* + 1. *There is no case pending before any Court/Forum or any other authority between PSPCL and Petitioner.*
			2. *It is certified that consumer has paid all the bills except disputed amount and current bill.*
			3. *Consumer himself is defending the case in Hon'ble Forum.*

*a) Para wise comments on petition are attached with this letter. Soft copy of comments on petition has already been sent on email* *secy.sgrfidh@gmail.com**.*

*b) The energy bill dated 19.12.2022 amounting to Rs. 667360/- for the consumption of 76251 KWH for the period of 03.05.2022 to 19.12.2022 (230 days) has been checked and verified.*

*c) The Screenshots of the meter reading before 05-2022 is not available due to change of spot billing company. Consumption data for previous 5 years is attached with this letter. No SAP reading record is available due to Non SAP sub-division.*

*d) Current site checking report and previous checking report is attached herewith.*

*e) MCO No. 50/135 dated 20.01.2023, ME lab report and DDL Report are attached with this letter.*

*f) No amount has been charged as the disputed amount is of consumption of 76251 KWH units.*

*g) It is certified that all documents have been checked/verified & signed by Sr. Xen and shall remain responsible for the authenticity of the documents/information submitted before Hon'ble Forum.*

***ਇਤੀਹਾਸ***

*ਉਕਤ ਖਪਤਕਾਰ ਦਾ ਮਿਤੀ 03.05.2022 ਨੂੰ 19016 ਰੀਡਿੰਗ ਤੱਕ ‘O' ਕੋਡ ਦਾ ਬਿੱਲ ਬਣਿਆ ਜੋ ਕਿ ਖਪਤਕਾਰ ਵਲੋਂ ਅਦਾ ਕਰ ਦਿੱਤਾ ਗਿਆ। ਇਸ ਤੋਂ ਬਾਅਦ ਮਿਤੀ 24.06.2022 ਨੂੰ 'N' ਕੋਡ ਦਾ ਐਵਰੇਜ 652 ਯੂਨਿਟਾਂ ਦਾ ਬਿੱਲ ਬਣਿਆ। ਇਸ ਉਪਰੰਤ ਮੀਟਰ ਰੀਡਰ ਵਲੋਂ ਮਿਤੀ 24.08.2022 ਨੂੰ ਮੌਕੇ ਤੇ ਮੌਜੂਦ ਰੀਡਿੰਗ 55898 ਪਾਈ ਗਈ। ਪ੍ਰੰਤੂ ਖਪਤ ਬਹੁਤ ਜ਼ਿਆਦਾ ਹੋਣ ਕਰਕੇ । ਕੋਡ ਦਾ 1021 ਯੂਨਿਟਾਂ ਦਾ ਬਿੱਲ ਆਇਆ। ਇਸ ਉਪਰੰਤ ਮਿਤੀ 26.10.2022 ਨੂੰ ਵੀ ਮੌਕੇ ਤੇ ਮੌਜੂਦ ਰੀਡਿੰਗ 77139 ਪਾਈ ਗਈ। ਪ੍ਰੰਤੂ ਇਸ ਵਾਰ ਵੀ ਖਪਤ ਬਹੁਤ ਜ਼ਿਆਦਾ ਹੋਣ ਕਰਕੇ । ਕੋਡ ਦਾ 1273 ਯੂਨਿਟਾਂ ਦਾ ਐਵਰੇਜ ਆਧਾਰ ਤੇ ਬਿੱਲ ਰੁ: 11300 ਰੁ: ਆਇਆ। ਜਿਸ ਦੀ ਅਦਾਇਗੀ ਖਪਤਕਾਰ ਵਲੋਂ ਮਿਤੀ 04.11.2022 ਨੂੰ ਕਰ ਦਿੱਤੀ ਗਈ। ਮਿਤੀ 19.12.2022 ਨੂੰ ਮੌਕੇ ਤੇ ਮੌਜੂਦ ਰੀਡਿੰਗ 95269 ਅਨੁਸਾਰ 76251 ਯੂਨਿਟਾਂ ਦਾ ਮਿਤੀ 03.05.2022 ਤੋਂ ਮਿਤੀ 19.12.2022 ਤੱਕ ਦਾ 230 ਦਿਨਾਂ ਦਾ । ਕੋਡ ਦੀ ਅਡਜਸਟਮੈਂਟ ਤੋਂ ਬਾਅਦ 667360 ਰੁ: ਬਿੱਲ ਆਇਆ। ਜੋ ਕਿ ਖਪਤਕਾਰ ਵਲੋਂ ਜਮ੍ਹਾਂ ਨਹੀਂ ਕਰਵਾਇਆ ਗਿਆ।*

*ਸ਼੍ਰੀ ਗੁਰਦੀਪ ਸਿੰਘ ਪੁੱਤਰ ਸ਼੍ਰੀ ਦਿਲਵਾਰਾ ਸਿੰਘ ਵਲੋਂ ਬੀ.ਏ.16 ਨੰ: 171/55343 ਮਿਤੀ 20.01.2023 ਰਾਹੀਂ ਮੀਟਰ ਚੈਲੇਂਜ਼ ਕੀਤਾ ਗਿਆ। ਇਸ ਮੌਕੇ ਤੇ LCR ਨੰ: 20/124 ਮਿਤੀ 20.01.2023 ਭਰੀ ਗਈ, ਜਿਸ ਅਨੁਸਾਰ ਮੀਟਰ ਬਿਨਾਂ ਲੋਡ ਤੋਂ ਚੱਲ ਰਿਹਾ ਸੀ। ਖਪਤਕਾਰ ਦਾ ਮੀਟਰ ਐਮ.ਸੀ.ਓ. ਨੰ: 50/135 ਮਿਤੀ 20.01.2023 ਨਾਲ ਮਿਤੀ 20.01.2023 ਨੂੰ ਬਦਲਿਆ ਗਿਆ। ਜੋ ਕਿ ਸਟੋਰ ਚਲਾਣ ਨੰ: 13 ਰਾਹੀਂ 13.02.2023 ਨੂੰ ਐੱਮ.ਈ.ਲੈਬ ਗੁਰਾਇਆ ਵਿਖੇ ਚੈੱਕ ਕਰਵਾਇਆ ਗਿਆ। ਜਿਸ ਦੀ ਰਿਪੋਰਟ ਮੁਤਾਬਕ ਮੀਟਰ ਠੀਕ ਪਾਇਆ ਗਿਆ ਹੈ। ਖਪਤਕਾਰ ਵਲੋਂ ਝਗੜੇ ਵਾਲੇ ਸਮੇਂ ਦੇ ਔਸਤ ਬਿੱਲ ਅਤੇ ਹੁਣ ਤੱਕ ਦੇ ਮੌਜੂਦਾ ਬਿੱਲਾਂ ਦੀ ਕੁੱਲ ਰਕਮ 27700 ਰੁ: ਆਨਲਾਈਨ ਰਸੀਦ ਨੰ: 196032722 ਮਿਤੀ 01.08.2023 ਨਾਲ ਜਮ੍ਹਾਂ ਕਰਵਾ ਦਿੱਤੀ ਗਈ ਹੈ।*

1. Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, oral discussions made by Petitioner along with material brought on record. The issue that requires adjudication in the present case is to decide the legitimacy of bill dated 19.12.2022 issued for the period of 230 days from 03.05.2022 to 19.12.2022 for a consumption of 76251 KWH on O-code amounting to Rs. 667360/- (including previous adjustment of Rs. 26210/-).
2. Forum observed that petitioner was issued bill dated 24.08.2022, with reading 55898 KWH, for the period of 61 days from 03.05.2022 to 24.08.2022 on I-code average consumption of 1021 KWH. Next bill dated 26.10.2022 was again issued on I-code average consumption of 1273 KWH, with new reading 77139 KWH for the period of 63 days amounting to Rs. 11300/-. Petitioner deposited this bill on 04.11.2022. After adjusting the I-code bills, petitioner was then issued bill dated 19.12.2022, with old reading 19018 KWH and new reading 95269 KWH, for a consumption of 76251 KWH in 230 days from 03.05.2022 to 19.12.2022 amounting to Rs. 667360/- (including previous adjustment of Rs. 26210/-). Petitioner did not agree to this bill and challenged his meter depositing Rs. 236/- as meter challenge fee vide BA-16 no. 171/55343 dated 20.01.2023. Connection of the petitioner was checked vide LCR no. 20/124 dated 20.01.2023 as per which meter was found running without load. Meter of the petitioner was changed vide MCO no. 50/135 dated 20.01.2023 effected on 20.01.2023. Removed meter was checked in ME Lab vide challan no. 13 dated 13.02.2023 where accuracy of the meter was found OK and reading was verified as 95271 KWH. Petitioner did not agree to bill dated 19.12.2022, issued for consumption of 76251 and filed his case in the Corporate CGRF, Ludhiana.

Forum observed the consumption data of petitioner supplied by the Respondent, which is tabulated under: -

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2019 | 2020 | 2021 | 2022 | 2023 |
| Month | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code |
| Jan |  |  | 1344 | N | 721 | O | 758 | N | 1488 | F |
| Mar |  |  | 1471 | N | 649 | O |  |  | 1518 | C |
| May |  |  | 1501 | O | 840 | O | 3764 | O | 0 | O |
| July | 2199 | O | 924 | O | 954 | O | 652 | N |  |  |
| Sept | 1774 | O | 1479 | O | 1050 | O | 1021 | I |  |  |
| Nov |  |  | 1139 | O |  |  | 1273 | I |  |  |
| Dec | 945 | N |  |  | 1078 | O | 76251 | O |  |  |
| **TOTAL** | **3973** |  | **5043** |  | **5292** |  | **82309** |  | **3006** |  |

As per the data, the annual consumption of the Petitioner from 2019 to 2023 (up to August) is 3973, 5043, 5292, 82309 (including exceptionally high consumption of 76251 KWH recorded during 12/2022) and 3006 (up to August) units respectively. Consumption as high as of the order of 76251 KWH charged to petitioner in bill dated 19.12.2022 has never been recorded in any bi-monthly bill before and after the change of meter.

Forum observed that connection of the petitioner was checked vide LCR no. 13/131 dated 24.06.2022 when reading of the meter was recorded as 35549 KWH. Later after approximately 7 months, connection was again checked vide LCR no. 20/124 dated 20.01.2023 wherein working of the meter was reported as under: -

“**ਬਿਨ੍ਹਾਂ ਲੋਡ ਤੇ ਚੱਲਦਾ ਹੈ।**”

Further reading of the meter was recorded as 95271 KWH. It means meter of the petitioner consumed 95271-35549=59722 KWH in period of around 7 months i.e., about 8532 KWH per month or 284.39 KWH per day; which does not seem justified for a load of 4 KW.

Forum also observed the DDL report submitted by the respondent. In Temper Data Report of the meter, Magnetic Temper has been recorded with effect from 25.04.2022 to 16.02.2023 and it lasted for duration of about 297 days and 78294 KWH energy was recorded in this duration. As the meter stands checked up in ME Lab and no cognizance of this Magnetic Temper has been taken in ME Lab, this temper appears to be a false one. One thing is clear from this and from the other information available in the DDL report of the meter, that it recorded energy at Imax i.e., 60 Amp at 240 Volts i.e., 14.4 KVA Demand and 345.6 units daily. Thus, due to activation of the false ‘Magnetic Tamper’ the meter of the petitioner is required to be treated as defective in view of the above facts/discussion in spite of the fact that Dial Test and Creep Test of the meter were found OK in ME Lab. The relevant regulation of Supply Code 2014 dealing with dead stop, burnt, defective meters is as under:

*Regulation 21.5.2 of Supply Code 2014 dealing with Defective (other than inaccurate)/Dead Stop/Burnt/Stolen Meters is as under: -*

*“The accounts of a consumer shall be overhauled/billed for the period meter remained defective/dead stop and in case of burnt/stolen meter for the period of direct supply subject to maximum period of six months as per procedure given below:*

*a) On the basis of energy consumption of corresponding period of previous year.*

*b) In case the consumption of corresponding period of the previous year as referred in para (a) above is not available, the average monthly consumption of previous six (6) months during which the meter was functional, shall be adopted for overhauling of accounts.*

*c) If neither the consumption of corresponding period of previous year (para-a) nor for the last six months (para-b) is available then average of the consumption for the period the meter worked correctly during the last 6 months shall be taken for overhauling the account of the consumer.*

*d) Where the consumption for the previous months/period as referred in para (a) to para (c) is not available, the consumer shall be tentatively billed on the basis of consumption assessed as per para -4 of Annexure-8 and subsequently adjusted on the basis of actual consumption recorded in the corresponding period of the succeeding year.*

*e) The energy consumption determined as per para (a) to (d) above shall be adjusted for the change of load/demand, if any, during the period of overhauling of accounts”.*

Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, oral discussions made by Petitioner along with material brought on record. Keeping in view the above, Forum is of the opinion that the bill dated 19.12.2022 issued for the period of 230 days from 03.05.2022 to 19.12.2022 for a consumption of 76251 KWH on O-code amounting to Rs. 667360/- (including previous adjustment of Rs. 26210/-) is not justified and is liable to be quashed. Account of the petitioner is required to be overhauled for the period from 03.05.2022 to 20.01.2023 (i.e., date of change of meter) on the basis of actual consumption recorded in corresponding period of previous year in view of the Regulation no. 21.5.2(a) of Electricity Supply Code and Related Matters Regulations-2018.

Keeping in view the above, Forum came to unanimous conclusion that the bill dated 19.12.2022 issued for the period of 230 days from 03.05.2022 to 19.12.2022 for a consumption of 76251 KWH on O-code amounting to Rs. 667360/- (including previous adjustment of Rs. 26210/-) be quashed. Account of the petitioner be overhauled for the period from 03.05.2022 to 20.01.2023 (i.e., date of change of meter) on the basis of actual consumption recorded in corresponding period of previous year in view of the Regulation no. 21.5.2(a) of Electricity Supply Code and Related Matters Regulations-2018.

1. **DECISION:**

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

Forum decides that: -

1. **The bill dated 19.12.2022 issued for the period of 230 days from 03.05.2022 to 19.12.2022 for a consumption of 76251 KWH on O-code amounting to Rs. 667360/- (including previous adjustment of Rs. 26210/), is quashed. Account of the petitioner be overhauled for the period from 03.05.2022 to 20.01.2023 (i.e., date of change of meter) on the basis of actual consumption recorded in corresponding period of previous year in view of the Regulation no. 21.5.2(a) of Electricity Supply Code and Related Matters Regulations-2018.**
2. **As required under Regulation 2.33 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) (2nd Amendment) Regulations, 2021 the compliance of this decision shall be made within 21 days from the date of receipt of this order.**
3. **If the Petitioner is not satisfied with the decision of Corporate 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 2.39 read with Regulation 2.37 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) (2nd Amendment) Regulations, 2021**

**(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: 14.09.2023**