**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-155/2023**

**Date of Registration : 04.12.2023**

**Date of Closing : 19.12.2023**

**Date of Final Order : 22.12.2023**

**In the Matter of:**

**M/s Indus Tower Limited,**

**Rama Mandi.**

**A/c No.: 3000580961**

**Through:**

Sh. Inderpal Singh  **...Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/DS Cantt. Division,

PSPCL, Jalandhar. **...Respondent**

1. **BRIEF HISTORY:**

Petition against case No.: CF-155/2023 has been filed directly in the Forum in the matter related to A/c no. 3000580961, in the name of M/s Indus Tower Limited. Petitioner is having NRS connection with sanctioned load of 14.94 KW under DS Cantt Division, PSPCL, Jalandhar. During 04/2022, reading of the meter was recorded as 283927KWH (old reading was 83120KWH) and being very high reading, bill dated 02.04.2022 was issued to the petitioner on average basis on ‘P’ code. However, this bill was set right by the Respondent. Site of the petitioner was checked vide LCR no. 7/199 dated 18.05.2023 when readings of the meter were recorded as 287211 KWH/337935 KVAH. Billing of the petitioner had been done upto 86623 KWH. Hence an amount of Rs. 1895472/- was charged to the petitioner on account of difference of (287211-86623) = 200588 KWH in bill dated 08.08.2023. Later in bill dated 05.09.2023 this reflected as previous unpaid bill arrears amounting to Rs. 1923350/-. Petitioner did not agree this amount and challenged his meter. Meter of the petitioner was changed and checked in ME Lab vide challan no. 52 dated 18.12.2023 wherein it was reported that meter cannot be checked on Testing Bench due to burning of Terminal Block; DDL was tried but communication could not be established and readings of the meter were recorded as under: -

Scroll Mode Reading: - 90635.79 KWH

341412.4 KVAH

Auto Mode Reading: - 290635.7 KWH

341412.4 KVAH

Not satisfied with the amount of Rs. 1923350/- charged in bill dated 05.09.2023, petitioner filed a case in the Corporate CGRF, Ludhiana. Forum heard the case in its proceedings dated 05.12.2023, 12.12.2023 and finally on 19.12.2023, when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 05.12.2023***

*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. Cantt Jalandhar (Respondent) along with copy of petition as follows: -*

1. *Respondent shall check/verify the bill dated 10.07.2023 of Rs. 8840 for consumption 778 units on P code with old reading 86623 and new reading 288435 for a period from 02.06.2023 to 10.07.2023, bill dated 08.08.2023 of Rs. 1905390/-(including Rs. 1895472/- as unpaid bill) for consumption 1717 units, meter status O with Old reading 287211 and new reading 288928 for a period from 05.06.2023 to 08.08.2023 and finally bill dated 05.09.2023 of Rs. 1938210/-(including Rs. 1923350/- as unpaid arrears) for consumption 2126 units for period from 05.06.2023 to 05.09.2023, with meter status O.*
2. *Respondent shall submit five copies of the following record/documents to the Forum* 
   1. *point-wise/para-wise reply to the petition in form of hard copy & soft copy (in word format) through email at* [*secy.cgrfldh@gmail.com*](mailto:secy.cgrfldh@gmail.com)
   2. *screenshots of meter taken before 05/2021, 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.*
   3. *copy of current site checking report and copies of reports of checking carried out by various authorities previously.*
   4. *copies of related Job order clearly depicting date of effect thereof, ME lab reports of meter in dispute along with its DDL.*
3. *Respondent shall ensure that all the documents have been checked/verified & signed by him (ASE/Sr. XEN) and he will be responsible for the authenticity of the documents/information submitted to the Forum.*
4. *Respondent shall further: -*
   1. *confirm that the dispute between Petitioner and PSPCL as filed in this Forum has not been decided earlier by any Court/Forum or any other authority and no case pertaining to this dispute is pending before any Court/Forum or any other authority.*
   2. *confirm the status of up to date payments and shall ensure that no bill other than the amount in dispute, is pending.*
   3. *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.*

*The case be put up on 12.12.2023.*

***Proceedings dated: 12.12.2023***

*Respondent submitted reply to the petition in five no. of sets and the same is taken on record. One copy thereof handed over to the petitioner.*

*Respondent is directed to replace the meter and get it checked from ME Lab and submit its report along-with DDL on next date of hearing.*

*The case is adjourned to 19.12.2023 for filing rejoinder.*

***Proceedings dated: 19.12.2023***

*Respondent vide email dated 19.12.2023 submitted ME Lab report as per which DDL cannot be done due to non-establishment of communication.*

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

*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. 3000580961, is having NRS connection with sanctioned load of 14.94 KW, in the name of M/S Indus Tower Limited, under DS Cantt Division, Jalandhar.
3. The Petitioner in his Petition prayed as under: -

*ਸੰਖੇਪ ਹਿਸਟਰੀ ਕੇਸ:-*

*ਮੀਟਰ ਰੀਡਰ ਦੁਆਰਾ ਮਿਤੀ 12/14 ਵਿੱਚ ਰੀਡਿੰਗ old 99739 To New ਰੀਡਿੰਗ 2044 ਗਲਤ ਪਾ ਕੇ (X) ਕੋਡ ਦਾ ਬਿੱਲ ਬਣਾ ਦਿੱਤਾ ਗਿਆ ਜਿਸ ਦਾ ਮੀਟਰ ਨੰ 751286 Make Avon 3x10-60 ਇਹੀ ਮੀਟਰ ਚੱਲਦਾ ਹੋਇਆ ਅੱਗੇ 10/17 ਵਿੱਚ ਮੀਟਰ ਰੀਡਰ ਦੁਆਰਾ ਦੂਸਰੀ ਵਾਰ ਰੀਡਿੰਗ 97729 old ਅਤੇ New 1646 (X-code) ਪਾ ਦਿੱਤੀ ਗਈ ਜਦ ਕਿ 197729 ਅਤੇ New ਰੀਡਿੰਗ 201646 ਬਿੱਲ ਤੇ ਪਾਏ ਜਾਣੀ ਸੀ ਪਰੰਤੂ ਰੀਡਰ ਦੁਆਰਾ 1646 ਪਾਈ ਗਈ। ਇਸ ਤੋਂ ਮਹੀਨਾ 04/2022 ਵਿੱਚ ਫਿਰ ਮੀਟਰ ਰੀਡਰ ਦੁਆਰਾ ਰੀਡਿੰਗ 83120 old ਅਤੇ New 283927 ਪਾਈ ਗਈ ਅਤੇ ਬਿੱਲ ਗਲਤ (P) code Avg ਦਾ ਇਸ਼ੂ ਕੀਤਾ ਗਿਆ। ਇਸ ਤੋਂ ਬਾਅਦ 05/22 ਵਿੱਚ Old Reading 283927 New 91734 ਫਿਰ 6/22 ਵਿੱਚ 83120 To 85209 ਰੀਡਿੰਗ ਪਾਈ ਗਈ ਇਸ ਤੋਂ ਬਾਅਦ 05/09/2023 ਨੂੰ issue ਹੋਏ ਬਿੱਲ ਵਿੱਚ ਰੀਡਿੰਗ KWH 287211 NEW KWH 289337 ਖਪਤ 2126 unit ਦੇ ਬਿੱਲ Rs. 1923350/- ਰੁਪਏ ਦਾ ਗਲਤ ਬਿੱਲ ਬਣਾ ਦਿੱਤਾ ਗਿਆ। ਮੀਟਰ NO 751286 ਦੋ ਵਾਰ 1 ਲੱਖ ਰੀਡਿੰਗ ਤੇ ਰਾਊਂਡ ਕੰਪਲੀਟ ਕਰ ਗਿਆ ਦੂਸਰੀ ਵਾਰ 10/17 ਵਿੱਚ 97729 New 1646 X Avg 3917 ਜਦ ਕਿ ਰੀਡਿੰਗ old 197729 ਅਤੇ New 201646 ਖਤਪ 3917 ਤਾਂ ਸਹੀ ਸੀ ਪ੍ਰੰਤੂ ਰੀਡਿੰਗ 197729 To 201646 ਪਾਣੀ ਸੀ ਪਰ 97729 New 1646 ਪਾਈ ਗਈ ਇਸ ਤੋਂ ਬਾਅਦ ਤੀਸਰੀ ਵਾਰ 83120 ਰੀਡਿੰਗ ਤੋਂ 283927 P code ਦੇ ਗਲਤ ਬਿੱਲ ਜਾਰੀ ਕੀਤੇ ਗਏ ਅਤੇ 09/23 ਵਿੱਚ Rs. 1923350/- ਰੁਪਏ ਦਾ ਗਲਤ ਰੀਡਿੰਗ ਤੇ ਬਿੱਲ ਬਣਾ ਦਿੱਤਾ ਗਿਆ ਦਫਤਰ ਵੱਲੋਂ ਕੇਸ C.G.R.F Ludhiana ਵਿੱਚ ਲਗਵਾਣ ਲਈ ਕਿਹਾ ਗਿਆ। ਸੋ ਕਿਰਪਾ ਕਰਕੇ ਕੇਸ ਲਗਾ ਕੇ ਸਹੀ ਰੀਡਿੰਗ ਮੁਤਾਬਿਕ ਬਿੱਲ ਬਣਾਇਆ ਜਾਵੇ ਅਤੇ ਗਲਤ ਬਿੱਲ ਰਕਮ 1923350/- ਰੁਪਏ ਬਿੱਲ ਵਿੱਚੋਂ ਰਿਫੰਡ ਕੀਤੇ ਜਾਣ।*

1. The Respondent in his reply to petition stated that: -

*ਖਪਤਕਾਰ ਦਾ ਅਹਾਤਾ ਐਲ.ਸੀ.ਆਰ ਨੰ: 7/199 ਮਿਤੀ 18.05.2023 ਨਾਲ ਚੈਕ ਕੀਤਾ ਗਿਆ, ਜਿਸ ਅਨੁਸਾਰ ਖਪਤਕਾਰ ਦਾ ਮੀਟਰ-751286 ਰੀਡਿੰਗ 287211 ਦਰਜ ਕੀਤੀ ਗਈ। ਚੈਕਿੰਗ ਅਨੁਸਾਰ ਖਪਤਕਾਰ ਦਾ ਬਿੱਲ ਮਿਤੀ 02.06.2023 ਤੋਂ 05.06.2023 ਤੱਕ 287211-86623 = 200588 ਰਕਮ 1867660/- ਰੁਪਏ ਦਾ ਜਾਰੀ ਹੋਇਆ।*

*a) ਖਪਤਕਾਰ ਦੀ ਅਰਜੀ ਨੂੰ ਵਿਚਾਰਨ ਤੇ ਪਾਇਆ ਗਿਆ ਕਿ ਖਪਤਕਾਰ ਦਾ ਮੀਟਰ ਮਿਤੀ 04.11.2014 ਨੂੰ ਰੀਡਿੰਗ - 99739 ਤੇ ਸਿਸਟਮ ਵਿੱਚ ਲਗਾਇਆ ਗਿਆ। ਮਿਤੀ 30.01.2015 ਨੂੰ ਖਪਤਕਾਰ ਦਾ X-code ਦਰਜ ਕੀਤਾ ਗਿਆ, ਜਿਸ ਅਨੁਸਾਰ ਰੀਡਿੰਗ-8207 ਦਰਜ ਕੀਤੀ ਗਈ। ਇਸ ਉਪਰੰਤ ਰੂਟੀਨ ਵਿੱਚ ਮੀਟਰ ਰੀਡਰ ਵੱਲੋ ਖਪਤਕਾਰ ਦੀ ਰੀਡਿੰਗ ਦਰਜ ਕੀਤੀ ਗਈ। ਮਿਤੀ 04.10.2017 ਨੂੰ ਦੁਬਾਰਾ ਮੀਟਰ ਰੀਡਰ ਵੱਲੋ ਖਪਤਕਾਰ ਦਾ X-code ਦਰਜ ਕੀਤਾ ਗਿਆ, ਜਿਸ ਅਨੁਸਾਰ ਰੀਡਿੰਗ-1646 ਦਰਜ ਕੀਤੀ ਗਈ। ਇਸ ਉਪਰੰਤ ਮਿਤੀ 18.05.2023 ਨੂੰ ਖਪਤਕਾਰ ਦਾ ਕੁਨੈਕਸ਼ਨ ਚੈਕ ਕੀਤਾ ਗਿਆ ਜਿਸ ਅਨੁਸਾਰ ਰੀਡਿੰਗ 287211 ਦਰਜ ਕੀਤੀ ਗਈ ਹੈ। ਇਸ ਤੋਂ ਪਹਿਲਾ ਖਪਤਕਾਰ ਦੀ ਰੀਡਿੰਗ 86623 ਦਰਜ ਕੀਤੀ ਗਈ ਸੀ।*

*b) ਖਪਤਕਾਰ ਦਾ ਰੀਡਿੰਗ ਡਾਟਾ ਅਤੇ ਖਪਤ ਡਾਟਾ ਨਾਲ ਨੱਥੀ ਹੈ ਜੀ।*

*c)ਐਲ.ਸੀ.ਆਰ. ਨੰ. 07/199 ਮਿਤੀ 18.05.2023, ਐਲ.ਸੀ.ਆਰ ਨੰ. 25/201 ਮਿਤੀ 11.12.2023, ਦੀ ਕਾਪੀ ਨਾਲ ਨੱਥੀ ਹੈ ਜੀ।*

*All the documents have been checked/verified & signed by ASE and he will be responsible for the authenticity of the document/information submitted to the forum.*

*a) ਖਪਤਕਾਰ M/s Indus Tower ਵੱਲੋ ਕਿਸੇ ਹੋਰ ਫੋਰਮ ਵਿੱਚ ਕੇਸ ਜਾ ਅਪੀਲ ਦਾਇਰ ਨਹੀ ਕੀਤੀ ਗਈ।*

*b) ਖਪਤਕਾਰ ਸਮੇਂ ਸਮੇਂ ਤੇ ਆਪਣੇ ਮੋਜੂਦਾ ਬਿਜਲੀ ਬਿੱਲ ਜਮ੍ਹਾ ਕਰਵਾ ਰਿਹਾ ਹੈ ਜੀ।*

*c) ਖਪਤਕਾਰ M/s Indus Tower ਵੱਲੋ ਸ਼੍ਰੀ ਨਵਜੋਤ ਕੁਮਾਰ ਪੁੱਤਰ ਸ਼੍ਰੀ ਰਣਜੀਤ ਕੁਮਾਰ ਨੂੰ ਆਪਣਾ Authorized Signatory ਨਿਯੁਕਤ ਕੀਤਾ ਗਿਆ ਹੈ। ਜਿਸ ਦੀ ਪਾਵਰ ਆਫ ਅਟਾਰਨੀ ਨਾਲ ਨੱਥੀ ਹੈ ਜੀ।*

1. Forum has 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 05.09.2023 in which amount of Rs. 1923350/- was charged as previous unpaid bill arrears.
2. Forum observed that During 04/2022, reading of the meter was recorded as 283927KWH (old reading was 83120KWH) and being very high reading, bill dated 02.04.2022 was issued to the petitioner on average basis on ‘P’ code. However, this bill was set right by the Respondent. Site of the petitioner was checked vide LCR no. 7/199 dated 18.05.2023 when readings of the meter were recorded as 287211 KWH/337935 KVAH. Billing of the petitioner had been done upto 86623 KWH. Hence an amount of Rs. 1895472/- was charged to the petitioner on account of difference of (287211-86623) = 200588 KWH in bill dated 08.08.2023. Later in bill dated 05.09.2023 this reflected as previous unpaid bill arrears amounting to Rs. 1923350/-. Petitioner did not agree this amount and challenged his meter. Meter of the petitioner was changed and checked in ME Lab vide challan no. 52 dated 18.12.2023 wherein it was reported that meter cannot be checked on Testing Bench due to burning of Terminal Block; DDL was tried but communication could not be established and readings of the meter were recorded as under: -

Scroll Mode Reading: - 90635.79 KWH

341412.4 KVAH

Auto Mode Reading: - 290635.7 KWH

341412.4 KVAH

Not satisfied with the amount of Rs. 1923350/- charged in bill dated 05.09.2023, petitioner filed a case in the Corporate CGRF, Ludhiana. Forum observed the consumption data of petitioner supplied by the Respondent, which is tabulated under: -

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2015 | | 2016 | | 2017 | | 2018 | | 2019 | | 2020 | | | 2021 | | 2022 | | 2023 | |
| Month | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | | Code | Cons | Code | Cons | Code |
| Jan | 6163 | X | 1217 | O | 2436 | O | 3522 | O | 1800 | O | 1045 | O | 1060 | | O | 524 | O | 7 | O |
| Feb |  |  | 3560 | N | 2222 | O | 10250 | O | 13556 | N | 1163 | O | 1231 | | N | 1263 | O | 30 | O |
| Mar | 4762 | O |  |  | 2721 | O | 270 | O | 244 | N | 1173 | O | 879 | | O | 793 | O | 6 | O |
| Apr | 3156 | O | 1451 | O | 2852 | O | 253 | O | 5095 | O | 1058 | N | 1323 | | N | 773 | P | 18 | P |
| May | 3317 | O | 1781 | O | 3521 | O | 243 | O | 1036 | O | 1358 | N | 731 | | O | 1239 | P | 11 | P |
| Jun | 3756 | N | 1816 | O | 2830 | O | 301 | O | 1195 | O | 869 | N | 926 | | O | 682 | P | 10  200588 | P  O |
| Jul |  |  | 2943 | O | 3090 | O | 4120 | P | 1064 | O | 1095 | O | 501 | | O | 10 | O | 778 | P |
| Aug |  |  | 3311 | O | 3484 | O | 3266 | N | 1158 | O | 1202 | O | 1512 | | N | 617 | O |  |  |
| Sep |  |  | 3583 | O | 3950 | O | 3230 | O | 1105 | O | 1176 | O | 163 | | O | 968 | P | 94 | N |
| Oct |  |  | 2687 | O | 3917 | X | 4200 | O | 1146 | O | 1152 | O | 651 | | O | 90 | O | 43 | N |
| Nov |  |  | 2954 | O | 3093 | O | 1155 | O | 1131 | O | 1032 | O | 176 | | O | 145 | P | 5 | N |
| Dec | 20350 | N | 2245 | O | 2933 | O | 3011 | O | 866 | O | 1299 | N | 676 | | N | 10 | O |  |  |
| **TOTAL** | **11235** |  | **23988** |  | **37049** |  | **30555** |  | **15596** |  | **9038** |  | **5087** | |  | **7114** |  | **201448** |  |

From the above consumption data Forum observed that meter of the petitioner completed its rounds in the months of 01/2015 and 10/2017. In Jan/2015 petitioner was issued bill on X-code with old reading 99739 and new reading 8207. In Oct/2017, another X-code bill was issued on old reading 97729 and new reading 1646. It appears that the left most digit (sixth one) of the reading was not visible in Scroll Mode reading, hence, the meter reader when saw and recorded a reading of 8207 on 31.01.2015 after the earlier reading of 99739 on 04.11.2014 fed X-code i.e. round complete and resultantly bill of 8468 KWH was generated which was a correct consumption. After that same situation occurred on 04.10.2017 when he saw and recorded a reading of 1646 KWH after previous reading of 97729 as had been recorded on 28.08.2017. He again fed X-code and accordingly a bill of 3917 KWH was generated which was of correct consumption. The actual readings of the meter on 30.01.2015 & 04.10.2017 were 108207 and 201646KWH respectively. Similarly, reading on 03.08.2023 was actually 286623KWH which was read and recorded by the meter reader as 86623KWH as the left most digit was not visible in the Scroll Mode. This fact has also been confirmed in ME Lab where the readings had been verified as under: -

Scroll Mode Reading: - 90635.79 KWH

341412.4 KVAH

Auto Mode Reading: - 290635.7 KWH

341412.4 KVAH

Forum observed that it is obvious now that the Meter Reader took the readings on Scroll Mode due to which left most digit was not visible to him. However, feeding of X-code i.e. the round complete sign on 30.01.2015 and 04.10.2017 ensured correct calculation of consumption in spite of missing of the left most digit in Scroll Mode and in the readings recorded by the Meter Reader. The site of the petitioner was checked vide LCR no. 7/199 dated 18.05.2023 when the readings of the meter were taken on Auto Mode and recorded as 287211 KWH/337935 KVAH which led to an apparent difference of 200588 KWH in the readings which was actually not there.

Forum has 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. In view of the above discussion, Forum is of the opinion that due to missing of left most digitplace on display of the meter, reading of 8207 KWH recorded on 30.01.2015 is required to be treated as 108207 KWH and reading of 1646 KWH recorded on 04.10.2017 is required to be treated as 201646 KWH. As such, the billing of the petitioner has already been done correctly and accordingly amount of Rs. 1923350/- charged in bill dated 05.09.2023 on account of apparent difference in readings is unnecessary and is required to be annulled.

Keeping in view the above, Forum came to unanimous conclusion that amount of Rs. 1923350/- charged in bill dated 05.09.2023 be annulled.

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. **Amount of Rs. 1923350/- charged in bill dated 05.09.2023 is annulled.**
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**

**-On Leave-**

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

**Permanent Invitee Chairperson**

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

**Place: Ludhiana**

**Date: 22.12.2023**