

**PUNJAB STATE POWER CORPORATION LIMITED
FORUM FOR REDRESSAL OF GRIEVANCES OF CONSUMERS
P-1 WHITE HOUSE, RAJPURA COLONY, PATIALA
PHONE: 0175-2214909 ; FAX : 0175-2215908**

Case No. CG-83 of 2013

Instituted on : 27.06.2013

Closed on : 01.08.2013

**Smt.Kuldeep Kaur ,
W/O Sh.Barinder Singh,
#250/9, Model Town Extn.
Block-D, Ludhiana.**

.... Appellant

Name of the Op. Division: Model Town(Spl.) Ludhiana.

A/c No. MT27/3457

Through

Sh.Varinder Singh, PR

V/s

PUNJAB STATE POWER CORPORATION LTD.Respondent

Through

Er. Sanjiv Parbhakar, ASE/Op. Model Town Divn., Ludhiana.

BRIEF HISTORY

Petition No. CG-83 of 2013 was filed against order dt.07.02.2013 of the CDSC, Ludhiana deciding that the consumption charged to the consumer was justified and recoverable.

The consumer is having DS category connection with sanctioned load of 15.00 KW operating under AEE/Comml. Model Town(Spl.) Ludhiana.

The consumer was issued a exhorbitant bill in June, 2012 for 8910 units amounting to Rs. 86,800/-. Out of which Rs.20,000/- was paid by the consumer. The consumer challenged the energy meter by depositing the meter challenge fee of Rs.450 vide BA-16 No. 571/93257 dt. 26.06.2012 and the meter was replaced on 26.09.2012 vide MCO No. 119588/4205 dt. 26.06.2012. The meter was sent to ME Lab for testing vide challan No.121010/55110 dt. 23.10.2012 where the results of meter were found within permissible limits. In the meantime, bill for the month of 08/2012 for 10706 units amounting to Rs. 1,16,084/- including the previous balance of Rs. 37,743/-was issued to the consumer, out of which Rs. 31,960/- was deposited by the consumer. Further in the month of 10/2012 bill of 3731 units on average was issued to the consumer amounting to Rs. 1,16,341/- including previous balances of Rs. 86,194/-.

The consumer instead of depositing the bill amount made an appeal in the CDSC, West Circle, Ludhiana after depositing Rs. 23,270/- i.e. 20% of the disputed amount vide BA-16 No. 101/88710 dt.04.12.2012. The CDSC heard the case on 07.02.2013 and decided that the amount charged to the consumer is correct and recoverable.

Being not satisfied with the decision of the CDSC, the consumer made an appeal in the Forum. The Forum heard the case on 16.07.2013,

23.07.2013 and finally on 01.08.2013. Then the case was closed for passing speaking orders.

Proceedings:

PR contended that the consumption data before and after the replacement of energy meter is available in the record and their case may be decided as per consumption record.

PSPCL contended that the reply already submitted may be considered as part of oral discussions. The accuracy of the meter was challenged by the consumer, after that meter was replaced and sent to ME Lab for checking wherein the result of the meter were declared within permissible limit with the remarks that the meter was burnt and reading of the meter was not available.

The reasons of high consumption recorded during May 2012 & July 2012 could be due to some internal defect in the energy meter.

Observations of the Forum:

Written submission made in the petition, reply, written arguments of the respondents as well as petitioner and other material on record have been perused and carefully considered.

Forum observed that the energy bill for the months of 06/2012, 08/2012 and 10/2012 were issued against the consumption of 8910, 10706 and 3731 units with total amount of Rs.1,68,301/-, out of which Rs. 51,960/ was paid. Balance amount of Rs. 1,16,341/- was outstanding. The consumer challenged the meter when he received the bill of of 8910

units. The ME Lab reported that the results of the meter are found within permissible limits.

Forum observed that though the ME Lab reported the results of meter O.K., however jumping of meter can not be detected in ME Lab in such like cases. So recording of consumption @ 8910 units and 10706 units in the month of 06/2012 and 08/2012 may be due to some internal defect in the meter as accepted by the respondent. The consumption after replacement of the meter also substantiate this fact.

Forum is of the view that accounts of the consumer from 05/2012 to 26.09.2012 (date of change of meter) are required to be overhauled on the basis of consumption recorded in the corresponding period of previous year 2011.

Decision:

Keeping in view the petition, reply, oral discussions, and after hearing both the parties, verifying the record produced by them & observations of Forum, Forum decides that:

- * **The accounts of the consumer from 05/2012 to 26.09.2012 (date of change of meter) be overhauled on the basis of consumption recorded in the corresponding period of the previous year 2011.**
- * **Forum further decides that the balance amount recoverable/refundable, if any, be recovered/refunded**

from/to the consumer along-with interest/surcharge as per instructions of PSPCL.

- * As required under Section-19 (1) & 19 (1A) of Punjab State Regulatory Commission (Forum & Ombudsman) Regulation-2005, the implementation of this decision may be intimated to this office within 30 days from the date of receipt of this letter.

(CA Rajinder Singh)
Member/CAO

(K.S.Grewal)
Member/Independent

(Er.Ashok Goyal)
EIC/Chairman

