

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

**Appeal No: CG-89 of 2013**

**Instituted On: 19.07.2013**

**Closed On: 22.08.2013**

**Sh. Baljit Singh,  
Plot No.124, Village Bhattian,  
Nishant Bagh, Ludhiana.**

**.....Appellant**

**Name of Op/Division: West Ludhiana**

**A/c No.: CN-06/0681(T-16988 )**

**Through**

**Sh. Sukhminder Singh, PR**

**V/s**

**PUNJAB STATE POWER CORPORATION LTD .....Respondent**

**Through**

**Er. Kulbir Singh, ASE/Op West Divn. Ludhiana.**

**BRIEF HISTORY**

**Petition No. 89 of 2013 was filed against order dated 31.05.2013 of ZDSC Central Zone, Ludhiana, deciding that the average charged to the consumer against defective meter, on the basis of LDHF formula, is correct and recoverable.**

**The consumer is having MS category connection with sanctioned load of 69.700 KW, operating under City North, Unit-2, Ludhiana.**

The consumer had taken a temporary NRS connection for 19.976 KW bearing A/C No. T-16988, in the name of Sh. Baljit Singh. The connection to the consumer was released vide SCO No. 113670/3484 dated 31.01.2012. The meter reader reported the status of the meter as defective and nil consumption was reported from the date of connection. The energy bills for the period 02/2012 to 11/2012 were issued on MMC basis. The consumer did not deposit the energy bills from 09/2012 to 11/2012 and the connection of consumer was disconnected permanently on 23.11.2012, vide PDCO No. 2388 dated 22.11.2012, on the request of the consumer. The energy meter was got checked from the ME lab vide store challan No. 121211/58563 dated 20.12.2012, the display of the meter was found off and final reading recorded as '0' (Zero).

The account of the consumer was overhauled by the Audit Party on the basis of LDHF formula. The audit party vide memo no.183 dated 21.12.2012, pointed out Rs.7,25,184/- recoverable from the consumer for the period 02/2012 to 11/2012. The amount so pointed out against temporary connection, was charged to regular MS connection of the consumer, bearing Account No. CN-06/0681, released on 09.08.2012. The consumer did not agree with this amount and approached CE./DS, Central, Ludhiana for registration of case in ZDSC. The case was registered for hearing vide CE/Central Memo No. 2550/52 dated 14.03.2013.

ZDSC heard the case on 31.05.2013 and observed that after the removal of temporary connection i.e. on installation of new meter for MS category, the average recorded consumption is in the range of 10000-13000 units per month. This indicates that prior to installation of new meter for MS connection, the same load was being used through temporary connection. Therefore, ZDSC decided that the average charged to the consumer on the basis of

LDHF formula vide audit memo No. 183 dated 21.12.2012, is correct and recoverable.

Being not satisfied with the decision of ZDSC, the consumer made an appeal in the Forum. Forum heard the case on 01.08.2013, 08.08.2013 and finally on 22.08.2013. Then the case was closed for passing speaking orders.

**Proceedings:-**

PR contended that temporary connection was obtained for testing of wiring/fittings besides testing of new machinery etc., the display of the meter was defective from the date of installation of meter on 31.01.2012. The use of electricity was very less and only for few hrs. in a day. So the meter reader has rightly reported that display of the meter is off/defective and there is no work at site. The meter was required to be changed on the report of meter reader but it was not changed till its final disconnection on 23.11.2012. Had the meter been replaced within reasonable time then energy consumption would have been recorded in the range of 300 to 500 units per month which is covered in MMC already paid.

After the permanent disconnection huge amount of Rs. 7,25,184 was charged in regular connection bearing A/c No. CN 06/0681 as average for the period of 2/2012 to 11/2012 with LDHF formula, which is altogether unjustified, keeping in view the position explained in the detailed petition already submitted to the forum.

The connection remained installed from 31.01.2012 to 23.11.2012 and it was not disconnected even after release of regular connection in 08/2012 although it was not required after release of permanent connection. The amount of average charges assessed

after the permanent disconnection of temporary connection, without referring to the remarks in the reading record, are altogether unjustified. The charges already paid as MMC are more than enough, keeping in view the use of electricity from temporary connection. It is therefore, humbly requested to the Hon'ble Forum to look into all the merits of the case, set aside the decision of ZDSC and provides justice.

PSPCL contended that as the meter of the consumer remained defective throughout the period 02/2012 to 11/2012 so, A/c of the consumer has been rightly overhauled on the basis of Electricity supply code clause 21.4.(g). The connection of the consumer was not disconnected after the release of regular connection as consumer has not applied for the disconnection of temporary connection.

Moreover after the release of regular connection to the consumer on this premises the consumption recorded with the new connection is very high, hence the amount charged to the consumer is correct and recoverable.

Both the parties have nothing more to say and submit and the case was closed for passing speaking orders.

**Observations of the Forum:-**

After the perusal of petition, reply, written arguments, proceedings, oral discussions and record made available to the Forum, Forum observed as under:-

The energy meter installed against temporary connection was defective from the date of connection. The meter reader while recording monthly readings has given remarks in the reading record that 'Display' of the meter is not visible/off. However the

defective meter was not replaced by PSPCL. The meter remained installed in the premises of consumer from 31.1.2012 to date of permanent disconnection on 23.11.2012. The meter was removed at final reading as '0' ( Zero). The consumer had paid energy bills for the period 02/2012 to 11/2012 on MMC basis as recorded consumption was nil. The account has been overhauled on the basis of LDHF formula as of previous consumption is not available.

PR contended that temporary connection was obtained for testing of wiring/fitting & new machinery etc. The display of the meter was defective from date of installation which was rightly reported by the meter reader. The connection remained installed from 31.01.2012 to 23.11.2012 and it was not replaced within reasonable time. Further temporary connection was not disconnected even after release of regular connection in 08/2012. The use of electricity was very less and charges already paid as MMC are more than enough, keeping in view the use of electricity.

PSPCL contended that meter of the consumer remained defective from 02/2012 to 11/2012 and account has been rightly overhauled as per regulation 21.4(g) of Supply Code. The temporary connection was disconnected on 23.11.2012 after the consumer made request for the same on 22.11.2012.

Forum found some merit in the submission of the petitioner that meter was not replaced for about 10 months even though it was declared defective by the meter reader. The respondents are duty bound to follow the prescribed procedure for checking and replacement of meter expeditiously. However, all these procedural lapses on the part of certain officials do not make the entire demand as unjustified. It is not possible that petitioner continued paying MMC without any use of electricity from temporary

connection. The petitioner himself has contended that connection was obtained for testing of machinery etc. The sanctioned load of the consumer for MS category is 69.70 KW and testing of machinery for this much of load does not require 10 months. Thus the ZDSC has rightly observed that prior to installation of new meter for MS connection, the same load was being used through temporary connection whose meter was defective and was not recording any reading.

The new connection under MS category was released to the consumer on 09.08.2012. The average consumption recorded is in the range of 10000-15000 units per month. The consumption assessed with LDHF formula for temporary connection is 7191 units per month, which is justified, keeping in view the consumption recorded with new meter. However, the Forum is of the view that charging of average with LDHF formula after the release of new connection on 09.08.2012 is not fair. The billing on MMC from 09.08.2012 to 23.11.2012 (date of disconnection) is justified.

**Decision:-**

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

- That the account of the consumer from 31.01.2012 to 09.08.2012 be overhauled on the basis of LDHF formula.
- The strict disciplinary action be taken by Dy.CE/Op. City West Circle Ludhiana, against AEE/Comml., Revenue Accountant, Meter reader, concerned ledger clerk & JE incharge for gross negligence on their part.

- 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 Electricity 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.

**( Rajinder Singh )**  
CAO/Member

**( K.S. Grewal )**  
Member/Independent

**( Er. Ashok Goyal )**  
EIC/Chairman

