

**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-90 of 2013

Instituted On: 19.07.2013

Closed On: 08.08.2013

**Smt. Paramjit Kaur  
C/o Robin Anand Industries,  
10992, Street No.9, Bhagwan Chowk,  
Partap Nagar, Ludhiana.**

**.....Appellant**

**Name of Op/Division: Janta Nagar (Spl.) Ludhiana**

A/c No.: **BM-01/0085**

Through

Sh. Tarandeep Singh, PR

V/s

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

Through

**Er. Sanjiv Kumar Jolly, Sr.Xen/Op Janta Nagar Divn. Ludhiana.**

**BRIEF HISTORY**

Petition No. CG-90 of 2013 was filed against order dated 13.03.2013 of DDSC, Janta Nagar (Spl.) Division, Ludhiana, deciding that the account of the consumer be overhauled for 183 days with 33% slowness factor and revised amount be recovered accordingly.

The consumer is having MS category connection, bearing Account No. BM01/0085, with sanctioned load as 37.94 KW, operating under Janta Nagar (Spl) Division (Unit-II), Ludhiana.

The connection of the consumer was checked by ASE/Enforcement-3, Ludhiana vide ECR No. 3264/35 dated 09.11.2011. The energy meter was reported 42.95 slow. The DDL of the meter was also taken. The account No. of the consumer was wrongly mentioned on ECR as BM01/0055 whereas correct account No. is BM01/0085. The charges for slowness were calculated for the period 05/2011 to 11/2011, on the consumption of account No. BM01/0055. The consumer (Smt. Paramjit Kaur) was asked to deposit Rs. 28277/- which were deposited without any protest. Thereafter, at the time of replacement of meter, it came to the notice of PSPCL that account No. was wrongly mentioned on the ECR. The calculation of charges for slowness were revised, (as per consumption data of BM01/0085) from Rs. 28277/- to Rs.74144/-. The energy meter of the consumer was replaced on 20.11.2011. The consumer was asked to deposit balance amount of Rs. 45867/-(Rs74144-Rs 28277). The consumer did not agree to the revised amount and requested CDSC for review of her case for Rs. 74144/-. The CDSC, West Circle Ludhiana, dismissed the case of the consumer on the ground that disputed amount is actually Rs. 45867/- and thus the case falls in the competency of Divisional DSC. Then the consumer requested DDSC for review of her case for Rs. 45867/-. DDSC heard the case on 13.03.2013 and decided that the account of the consumer be overhauled for 183 days with slowness factor of 33%, due to one phase being dead. On the basis of decision of DDSC the chargeable amount was revised to Rs. 43067/-. The consumer was asked to deposit balance amount of Rs. 15708/-(Rs 43067 - Rs 28277 + Rs 918 surcharge), vide Sr.Xen/Janta Nagar memo No. 325 dated 28.06.2013.

Being not satisfied with the decision of DDSC, the consumer made an appeal in the Forum. The Forum heard the case in the proceedings held on 01.08.2012, 06.08.2013 and finally on 08.08.2013. Then the case was closed for passing speaking orders.

**Proceedings:-**

PR contended that though DDL report is the primary evidence still Average power consumption criteria cannot be ignored.

Sir, I just want to request that we are a loyal consumer for past so many years so kindly my hard earned money should not be charged extra.

I hope that you will take the appropriate decision.

Representative of PSPCL contended that as per DDSC decision the amount is charged on 33% slowness for 183 days four hours 42 minutes, as the meter was dead on one phase. As per electricity supply code and related matters regulations 2007 regulation no. 24.1 (g) (i), when the accuracy of meter is found beyond the limit, the electricity charges for all categories of consumers will be computed in accordance with the said test results for a period of 6 months.

**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 of the consumer was reported 42.95% slow by ASE/Enf. vide his checking dated 09.11.2011. The account of the consumer was overhauled for the preceding six months and amount of Rs. 74144/- was charged for 42.95% slowness. As per DDL print- out, the blue phase of the meter was not contributing viz the meter was dead on blue phase for 183 days and 4 hours.

The DDSC decided to overhaul the account for the period of 183 days with 33% slowness factor and accordingly the amount already charged got revised from Rs. 74144/- to Rs. 43067/-.

The Forum came to the conclusion that there is clear evidence of non- contribution on blue phase of the meter, as per DDL report. As such decision taken by DDSC is quite in order.

**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:

- To uphold the decision taken by DDSC in its meeting held on 13.03.2013.
- 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