

**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-100 of 2013

Instituted on : 08.08.2013

Closed on : 17.09.2013

**Sh. Gurprit Singh,
5-B, Model Town,
Patiala.**

.... Appellant

Name of the Op. Division:

Comml.Patiala.

A/c No.

P-12/MT-15/0457

Through

Sh.Gurpreet Singh, Petitioner

V/s

PUNJAB STATE POWER CORPORATION LTD.

....Respondent

Through

Er. Surinder Loomba, ASE/Op. Comml. Divn., Patiala.

BRIEF HISTORY

Petition No. CG-100 of 2013 was filed against order dt. 28.05.2013 of the CDSC, Patiala deciding that the amount charged to the consumer is correct and recoverable.

The consumer is having DS category connection with sanctioned load of 5.5 KW operating under AEE/Op. East Sub-Divn., . Patiala

The energy bill-cum-notice for the period from 08.06.2012 to 27.09.2012 for 7002 units, amounting to Rs. 47,040/- was served to the consumer in the month of 10/2012. Instead of depositing the bill of Rs. 47,040/-, the consumer challenged the meter. The meter was replaced on 27.10.2012 vide MCO No. 112272 dt. 03.10.2012. As per ME Lab report, the meter was found dead stop. The meter so installed also went defective & was changed vide MCO No. 191641 dt. 10.12.2012 and sent to ME Lab for checking vide store challan No. 27/127. This meter was too found dead stop. A bill for the average consumption of 2267 units was served to the consumer in the month of 03/2013. The total bill amount of 7002 units and 2267 units accumulated to Rs. 70,190/- (including the current bill amount of Rs. 15,200/- for 2267 units). The consumer did not agree to it and protested before CDSC, Patiala for review after depositing the current bill amount of Rs. 15,200/- and Rs. 11,000/- (i.e. 20% of the disputed amount of Rs. 54,990/-) on 20.03.2013. The CDSC heard the case on 28.05.2013 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 22.08.2013, 06.09.2013, 12.09.2013 and finally on 17.09.2013. Then the case was closed for passing speaking orders.

Proceedings:

Petitioner contended that their family is very small (of 3 members only) and use of electricity is less which is evident from the consumption recorded from 19.05.2013 to 17.08.2013 for 2183 units. Thus consumption of 7002 units for the period 8.06.2012 to 27.09.2012 is not justified and the same may be revised on the basis of consumption of previous period or on the basis of consumption after replacement of the energy meter.

PSPCL contended that the bill of the consumer for 7002 units for the period 8.06.2012 to 27.09.12 is of OK reading. The consumer has challenged the meter which was tested in the ME Lab and its accuracy was OK. The bill of the consumer may not be revised on current bill basis as the consumer has the option of controlling the consumption subsequently. Also the consumer has agreed in the CDSC that 2 Nos. ACs are installed in the house. The above bill of the consumer is for the summer period for 111 days and the CDSC has correctly judged the case. The amount as charged is recoverable.

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 carefully and considered.

Forum observed that the energy bill-cum-notice for 7002 units amounting to Rs. 47,040/- was issued to the consumer in the month of 10/2012. The meter was checked in the ME Lab and found dead stop. The consumer contended that his family is very small (3 members only) and use of electricity is less which is evident from the consumption record of the period before as well as after the replacement of meter.

The PSPCL contended that the bill of the consumer for 7002 units for the period 08.06.2012 to 27.09.2012 is of correct reading. As per ME report, the accuracy of the meter was O.K. So the amount charged is correct and recoverable.

Forum observed that the consumption of 7002 units for the period 08.06.2012 to 27.09.2012 is on the higher side, keeping in view the normal consumption pattern of the consumer for the last three years. The consumption of 2319 units was recorded for the period 10.12.2011 to 09.03.2012. Thereafter, the consumption of only 1335 units is there for the period 09.03.2012 to 08.06.2012, which appears to be less if the consumption of immediate previous months and on set of summer season is considered. Thus consumption of 7002 units may be due to erratic behavior of the meter (although the accuracy of meter was reported O.K. in ME Lab). At the same time accumulation of reading during the immediate previous period is not ruled out. Thus to be fair both to the petitioner as well as PSPCL, the overhauling of account for the period 09.03.2012 to 27.09.2012 on the basis of consumption recorded during the period 10.12.2011 to 09.03.2012, is justified.

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 Account of the consumer for the period 09.03.2012 to 27.09.2012 be overhauled on the basis of consumption recorded during the period 10.12.2011 to 09.03.2012 i.e. 2319 units.**
- * 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