

**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-87 of 2013

Instituted on : 19.07.2013

Closed on : 06.09.2013

**Sh.Harjit Singh, C/O M.S.Walia,
19, Desi Mehmandari, Opp. Bus Stand,
Patiala.**

.... Appellant

Name of the Op. Division: Comml. Patiala.

A/c No. P-16-GC-10/1637

Through

Sh.R.S.Dhiman, PR

V/s

PUNJAB STATE POWER CORPORATION LTD.Respondent

Through

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

BRIEF HISTORY

Petition No. CG-87 of 2013 was filed against order dated 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 0.930 KW, operating under AEE/West Comml.Sub-Divn., Patiala.

The energy meter of the consumer went defective in the month of July, 2011 and energy bills for the months Sept, 2011 and Nov, 2011 were issued on average basis with 'D' code status. The defective meter was replaced in Feb, 2012. But the new energy meter was also found defective since its installation and replaced on 24.03.2013 at final reading as 8637 of this meter, however the billing during this period was done with 'D' code status. The energy bill of 05/2013 amounting to Rs.50,390/- was issued for 7013 units, which includes 6578 units consumption of old meter and 435 units of the new meter .

The consumer did not agree to it and made an appeal in the CDSC. The CDSC heard the case on 28.05.2013 and decided that the bill issued in the month of May, 2013 for consumption of 6578 units of the old meter (8637-2059) be revised after deducting the average/MMC already charged and consumption of 435 units of new meter be added in the bill.

Being not satisfied with the decision of the CDSC, the consumer made an appeal in the Forum. The Forum heard the case on 01.08.2013, 08.08.2013, 13.07.2013 and finally on 06.09.2013. Then the case was closed for passing speaking orders.

Proceedings:

PR contented that the disputed meter worked all right up to Feb 2013 and its reading recorded in Feb 2013 was 2059. Thereafter, it got burnt and was replaced on 04.03.2013 at final reading 8637. The ME lab report confirms that the meter was burnt. The consumption of 6578

units for a load of 0.930 KW in a period of less than two months is not justified.

Such a high consumption is not possible even if full load runs round the clock for full two months. The petitioner's account is required to be overhauled from the reading date of Feb 2013 to 24.3.13 on the basis of consumption of corresponding period of the previous year in accordance with Reg 21.4(g) (ii) of Supply Code.

PSPCL contended that no doubt the meter of the consumer was defective from 16.02.2013 to 24.03.2013. The contention of the PR that for a load of 0.930 KW such consumption is not possible cannot be completely agreed to, as the consumer's new meter has recorded the consumption of 1621 units in 81 days in the latest reading. It is therefore, prayed that the a/c of the consumer be overhauled on the basis of current consumption.

PR further contended that it is a case of brunt meter and as per supply code regulation 21.4 (g) (ii), is applicable. As such the petitioner's a/c may be overhauled according to the supply code.

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.

The meter installed in Feb, 2012 was found defective since its installation and the energy bills for the period Feb, 2012 to Feb, 2013 were issued with meter status code as 'D'. The 2nd meter was replaced

on 24.03.2013. The energy bill for the month of 05/2013, for consumption of 7013 units (6578 units of old meter+435 units of new meter was issued to the consumer.

PR contended that disputed meter worked all right upto Feb, 2013 and its reading recorded was 2059 units in Feb, 2013. Then it got burnt and was replaced on 24.03.2013 at final reading of 8637. The consumption shown by the disputed meter is 6578 units for a load of 0.930 KW in a period of less than two months is unrealistic.

PSPCL contended that no doubt the meter of the consumer was defective from 16.02.2013 to 24.03.2013. But the new meter has recorded consumption of 1621 units in 81 days (02.05.2013 to 22.07.2013), so consumption recorded during the period of dispute is not ruled out as contended by the consumer.

Forum concludes that bi-monthly consumption recorded by the meter (when its status was 'O') from the period May, 2010 to July, 2011 varies from 188 to 417 units. The consumption of 6578 units during disputed period with load of 0.930 KW is not possible, keeping in view the consumption before and after replacement of meter. Thus the energy bill raised for Rs. 50,390/- to the consumer whose load is less than 1 KW, for the disputed period is not justified. The account of the consumer for the disputed period is required to be overhauled on the basis of average consumption recorded during the previous period.

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 disputed period i.e. Aug 2011 to 24.03.2013 be overhauled on the basis of consumption recorded during April,2010 to March, 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