

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION
SCO NO. 220-221, SECTOR 34-A, CHANDIGARH**

Petition No. 47 of 2016

(Suo-motu)

Date of hearing: 13.07.2016

Date of Order:21.07.2016

Present: Shri D.S. Bains, Chairman
Shri S.S. Sarna, Member

In the matter of: Petition No. 47 of 2016 (suo-motu) regarding Bogus Complaint clearing by PPCL – Agriculture tubewell connection in the name of Shri Surjit Singh S/o Shri Ram Kishan resident of Village Aloona Tola, Tehsil Payal, District Ludhiana.

AND

In the matter of: Punjab State Power Corporation Limited (PSPCL) and its officers/officials responsible for lapses.

For Complainant: Shri Devinder Singh, Village Aloona Tola, Tehsil Payal, District Ludhiana

For PSPCL: Shri J.P.S.Trehan, SE/TR-II
Shri Surinder Singh, Addl. SE/OP, PSPCL Doraha.
Shri Sushil Kumar, A.E., Sub Divn. Dhamot
Shri Kamal Rathi, Adv. for Sh.Vinod S.Bhardwaj,
Advocate on behalf of PSPCL

ORDER

The proceedings vide this suo-motu petition were initiated on receipt of a complaint from Shri Devinder Singh through e-mail dated 24.04.2016 and notice dated 30.06.2016 to PSPCL, Senior Xen/OP, Doraha and the complainant was issued and PSPCL was

directed to file reply by 04.07.2016. PSPCL filed reply vide CE/ARR&TR no. 5325/TR-5/791 dated 05.07.2016.

Shri Devinder Singh states that on 14.05.2016, he registered a complaint that supply line to the tubewell of his uncle has become faulty vide complaint ref. no 3639420. The fault was shown cleared by the concerned J.E. without removal of the same within stipulated time of 24 hours. Shri Devinder Singh, complainant, registered another complaint within 15 minutes vide complaint ref no. 3648491 which was again declared attended without setting right the fault by the same J.E. within 48 hours, rather Complainant was asked to contact the concerned SDO. The complainant also states that due to heavy wind storm, 2-3 poles of L.T. line of the tube-well were damaged on or around 14.05.2016.

Shri Surinder Singh, Addl. SE/OP, PSPCL Doraha, to whom notice for appearance along with concerned SDO/AEE, Payal was served, appeared before the Commission on behalf of PSPCL and stated that many poles were damaged due to heavy wind storm during May, 2016 and electricity supply in the area was affected. Shri Surinder Singh, Add.SE, admitted that Shri Sukhwinder Singh, JE, in whose area the tube-well of the uncle of the complainant falls, erroneously sent the messages regarding rectification of the fault and as such, is responsible for sending false messages without rectification of the fault in the line of the complainant.

After hearing the complainant and the respondents and considering the reply of the PSPCL, Commission noted that the reply sent by PSPCL is vague. Shri Sukhwinder Singh, JE is responsible for sending false/wrong messages about removal of

the defect/fault in the line and replacing the broken/fallen poles. Commission further noted that concerned SDO/AEE, Shri Dhanraj Singh, who was looking after the charge of the Sub-Division at the relevant time and Addl. SE Shri Surinder Singh, are responsible for supervisory lapse and accordingly, they are warned to be more careful and vigilant in exercising supervisory control upon the subordinates working under them. Commission further directs the concerned Chief Engineer, under whom Shri Sukhwinder Singh, JE is working, to issue a warning letter to Shri Sukhwinder Singh, JE to be more careful while dealing with the consumer complaints and a copy of the warning letter issued be placed in the personal file of the delinquent J.E. and copy of same supplied to Commission.

The suo-motu petition is disposed of accordingly.

Sd/-
(S.S. Sarna)
Member

Sd/-
(D.S. Bains)
Chairman

Chandigarh
Dated: 21.07.2016