

**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-58 of 2013**

**Instituted On: 10.05.2013**

**Closed On: 09.07.2013**

**General Manager Telecom,  
520,521,522, Ambay Bhawan,  
Amritsar.**

**.....Appellant**

**Name of Op/Division: Commercial Civil Lines**

**A/c No.: TT-24/332**

**Through**

**Sh. Harpreet Singh, SDE/CMTS, PR**

**V/s**

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

**Through**

**Er. Babu Lal, ASE/Comml. Civil Lines Divn. Amritsar.**

**BRIEF HISTORY**

**Petition No. CG-58 of 2013 was filed against order dated 29.11.2012 of the CDSC City Circle Amritsar, deciding that the energy bill issued in 10/2011 for 27254 units is in order and amount is recoverable from the consumer.**

**The consumer is having NRS connection bearing Account No. TT-24/0332, with sanctioned load as 18 KW, in the name of GMT 520, 521,522 , Ambay Bhawan, operating under Tunda Talab S/Divn PSPCL, Amritsar.**

The energy bill to the consumer in 10/2011 was issued for consumption of 27254 units, amounting to Rs. 176490/- . Due to abnormal consumption billed during 10/2011, the consumer requested for checking of accuracy of the meter at site. The meter was checked by SDO/T Tunda Talab S/D (vide LCR No. 27/80 dated. 02.11.2011). It was reported that pulse of the meter was blinking even after disconnection of load from the meter.

Thereafter, the consumer challenged the accuracy of the energy meter by depositing meter challenge fee of Rs. 450/- on 02.11.2011. The energy bill of the consumer was revised on average basis for 6136 units and consumer deposited the bill amount of Rs. 39301/- on 04.11.2011.

The disputed meter was replaced vide MCO No. 33/M/11/1947 dt.02.11.2011 effected on 04.01.2012. The meter was tested in ME/ Lab vide store challan no. 120 dt. 29.08.2012 and the accuracy results were found within permissible limits.

Thereafter, AEE/Comml. issued notice (vide memo No. 1058 dated 10.10.2012), asking the consumer to deposit outstanding amount of the disputed bill for Rs. 1,67,986/-. The consumer did not agree to deposit the amount and got referred his case for review by CDSC City Circle Op. Amritsar. The CDSC heard the case on 29.11.2012 and observed that energy bill issued in 10/2011 for 27254 units is not due to jumping of reading of the meter. The CDSC decided that amount of energy bill is recoverable from the consumer.

Being not satisfied with the decision of CDSC, the consumer made an appeal in the Forum. The Forum heard the case in the proceedings held on 23.05.13, 04.06.2013, 18.06.2013 and finally

on 09.07.2013, then the case was closed for passing speaking orders.

**Proceedings:-**

PR contended that the petition and written arguments already submitted may be treated as part of oral discussion.

Representative of PSPCL contended that before making the final decision consumption data for the previous three years i.e. 2008-09, 2009-10, & 2010-11 may be considered.

**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 NRS connection is being used for Roof Top Tower of BSNL. The electricity consumption of the consumer from the year 2008 onwards is in the range of 4000-6500 units per bi-monthly and is very consistent. The energy bill issued in 10/2011 for 27254 units is very much on the higher side, keeping in view the consumption pattern of the consumer before and after replacement of disputed meter in 11/2011.

PR contended that energy bills of the electricity connection (A/C No. TT-24/0332L) used to vary between Rs. 20000 to Rs. 30000/- for two months. The energy bill issued in 10/2011, for the period from 23.8.11 to 22.10.11, for 27254 units is erroneous unrealistic and illegal. PR further contended that PSPCL official inspected the meter on 02.11.11 and reported that pulse was running despite of cutting of load from the meter. The order under appeal is neither a speaking order one nor it is a reasoned one on the fact

of the case. As such, the appellant BSNL is not liable to pay the said amount to the PSPCL.

Representative of PSPCL contended that accuracy results of the meter were declared within permissible limit by ME lab( vide store challan No. 120 dt. 29.8.12) and the case was decided against the consumer by CDSC. He further contended that before making the final decision consumption data for the previous three years i.e. 2008-09 to 2010-11 may be considered.

Forum observed that behaviour of the meter was declared erratic by SDO/Tech. Tunda Talab S/D as the pulse of the meter was blinking without any load on the meter. The accuracy results of the meter were declared within permissible limits in ME Lab,

The Forum is of the view that

- Jumping of reading of the meter cannot be detected in ME Lab, in such like cases.
- The consumption pattern of the consumer for the last 5 years also substantiate the fact that consumption recorded for 27254 units in 10/2011, is due to erratic behaviour of the meter.

Thus the Forum concluded that energy bill issued in 10/2011 is required to be amended on the basis of consumption of previous period.

**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 energy bill issued in 10/2011 for 27254 units be revised on the basis of consumption recorded in 08/2011 i.e. 6136 units.
- 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/Chairma