

**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-51 of 2013

Instituted On: 30.04.2013

Closed On: 25.06.2013

**M/s Balbir Chopra,
Guru Nanak Pura(West),
Near Chuggittee,
Jalandhar City.**

.....Appellant

A/c No.: **J-63ET350358 N**

Through

Sh. Balbir Chopra, PR

V/s

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

Name of Op/Division: East Comml., Jalandhar .

Through

Er. K.P.S.Sekhon, ASE/OP. East Divn. Comml.Unit No.3, Jalandhar

BRIEF HISTORY

Petition No. CG-51 of 2013 was filed against order dt. 21.02.2013 of DDSC East Comml., Jalandhar deciding that the account of the consumer for the period 10/2012 to 12/2012 be overhauled on the basis of consumption recorded during 08/2012 i.e. 1412 units.

The consumer is having DS category connection with sanctioned load of 10.420 KW operating under AEE/Comml. Sub-Divn.3 , Jalandhar.

The consumer was billed for the consumption of 3926 units for the period 03.08.2012 to 01.10.2012.

Due to bill based upon higher consumption, as compared to his previous consumption data, the consumer challenged the meter. The meter was changed vide MCO No.J-16/M/12/03854 dt. 04.10.2012. The meter was checked in ME Lab and ME Lab reported vide challan No.37/2199 dt.20.11.2012 that the accuracy of the meter was within permissible limit, display of the meter was defective.

The consumer made an appeal in the DDSC after depositing the requisite amount. The DDSC heard the case on 21.02.2013 and decided that the account of the consumer for the month 10/12 and 12/12 be overhauled on the basis of consumption recorded during 08/12 (i.e. 1412 units).

Being not satisfied with the decision of the ZDSC, the consumer made an appeal in the Forum. The Forum heard the case on 14.05.2013, 16.05.2013, 18.06.2013 and finally on 25.06.2013, when the case was closed for passing speaking orders.

Proceedings:

Representative of PSPCL submitted letter No. 4457 dt. 29.5.13 from ASE/East Comml. Jalandhar in which he intimated that due to illness he is unable to attend the Forum and authorized Sh. Mann Singh, AAE/Op. to represent the oral discussions before the Forum. Forum took a serious view of this matter as Sr.Xen/Op. was required to attend oral discussion or authorized any other Sr.Xen for oral discussions.

Forum directed Dy.CE/DS Jalandhar to ensure that such happening is not repeated in future and concerned Sr.Xen/op. must appear for oral discussion on the next date of hearing.

PR contended that all the points raised by him in his petition have been accepted by the respondent. He further requested that the consumption recorded during 8/2012 for 1412 units is also on the higher side and likely to be, due to defect in the meter and account for

this period also be overhauled on the basis of consumption of the corresponding previous year .

Respondent contended that overhauling of the accounts for 8/2012 is not justified as status of the meter was OK and the consumer never challenged that consumption before the payment of bill. All the other points stated by the PR are correct.

Both the parties have nothing more to say and submit and the case was closed for speaking orders.

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.

Forum observed that the consumer challenged the meter due to high consumption energy bill issued in 10/2012 as compared to his previous year's consumption. The meter was changed and sent to ME Lab for testing. The ME Lab reported that the accuracy of the meter was found within permissible limit, but display of the meter was defective.

The consumer made an appeal in the DDSC. The DDSC decided that the account of the consumer be overhauled on the basis of consumption recorded during 08/ 2012 (i.e. 1412 units).

Forum further observed that instead of correcting the bill of 08/ 2012 (i.e. 1412 units) and 10/ 2012 (i.e. 3926 units), the DDSC has decided to overhaul the account of the consumer for the months of 10/12 and 12/12 by taking reading of 08/ 2012 (i.e. 1412 units)as base average. But the actual reading of 12/12 from 4.10.2012 to 24.11.2012 was 421 units. The previous reading of defective meter was taken on 01.10.12 and new meter was replaced on 04.10.2012. So with this consumer

has to pay for 991 units (consumption) from 02.10.2012 to 03.10.2012 (i.e. for only 2 days). Further the bi-monthly consumption of the consumer as recorded from 25.11.2011 to 26.05.2012 varies from 352 units to 971 units. Forum is of the view that the accounts of the consumer for the period 26.05.2012 to 1.10.2012 be overhauled on the basis of consumption of corresponding period of the previous year.

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 i.e. from 26.05.2012 to 04.10.2012 be overhauled on the basis of consumption recorded during corresponding period of the previous year.**
- * 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