

**COURT OF THE LOK PAL (OMBUDSMAN),
ELECTRICITY, PUNJAB,
PLOT NO. A-2, INDUSTRIAL AREA, PHASE-1,
S.A.S. NAGAR (MOHALI).**

APPEAL No. 27/2021

Date of Registration : 10.03.2021

Date of Hearing : 07.04.2021

Date of Order : 09.04.2021

Before:

**Er. Gurinder Jit Singh,
Lokpal (Ombudsman), Electricity, Punjab.**

In the Matter of:

M/s. APS Associates (P) Ltd.,
D-133, Phase-5, Focal point,
Ludhiana.

Contract Account Number: 3002809491

...Appellant

Versus

Senior Executive Engineer,
DS Focal Point Division (Special),
PSPCL, Ludhiana.

...Respondent

Present For:

Appellant: Sh. Parvesh Chadha,
Appellant's Representative.

Respondent : Er. Jagdeep Singh,
Senior Executive Engineer,
DS Focal Point Division (Special),
PSPCL, Ludhiana.

Before me for consideration is an Appeal preferred by the Appellant against the decision dated 03.02.2021 of the Consumer Grievances Redressal Forum (Forum), Ludhiana in Case No. CGL-423 of 2020, deciding that:

“The total load has been sanctioned by the competent authority under PIU category including auxiliary load & Petitioner has not objected the same till date. Further he has not applied for bifurcation of PIU & general load till date. Therefore the Petitioner has been rightly charged under PIU category and as such, he is not entitled for any refund on account of excess billing.”

2. Registration of the Appeal

The Appellant's Representative stated that the Appellant had received copy of the decision dated 03.02.2021 of the CGRF, Ludhiana in Case No. CGL-423 of 2020 on 08.02.2021. As per provisions contained in Regulation 3.18 of PSERC (Forum and Ombudsman) Regulation 2016, the Appeal was required to be filed within 30 days i.e. by 10.03.2021. Thus, the Appeal was filed within the limitation period. The Appellant was not required to deposit the requisite 40% of the disputed amount as relief claimed was on account of refund of billing under PIU

category including auxiliary and general load. Therefore, the Appeal was registered and copy of the same was sent to the Addl. Superintending Engineer/ DS Focal Point Division (Special), PSPCL, Ludhiana for sending written reply/ para wise comments with a copy to the office of the CGRF, Ludhiana under intimation to the Appellant vide letter nos. 292-294/OEP/A-27/2021 dated 10.03.2021.

3. Proceedings

With a view to adjudicate the dispute, a hearing was fixed in this Court on 31.03.2021 at 01.15 PM and an intimation to this effect was sent to both the sides vide letter nos. 375-76/OEP/A-27/2021 dated 22.03.2021. However, the hearing was adjourned to 07.04.2021 at 11.30 AM on the request of the Appellant's Representative vide e-mail dated 30.03.2021. Both the sides were informed accordingly vide letter nos. 450-52/OEP/A-27/2021 dated 30.03.2021. As rescheduled, the hearing was held on 07.04.2021 in this Court. Arguments of both the parties were heard and order was reserved. Copies of the minutes of the proceedings were sent to the Appellant and the Respondent vide letter nos. 508-09/OEP/A-27/2021 dated 07.04.2021.

4. Submissions made by the Appellant and the Respondent

Before undertaking analysis of the case, it is necessary to go through written submissions made by the Appellant and reply of the Respondent as well as oral submissions made by the Appellant's Representative and the Respondent alongwith material brought on record by both the sides.

(A) Submissions of the Appellant

(a) Submissions made in the Appeal

The Appellant made the following submissions in its Appeal for consideration of this Court:

- (i) The Appellant was having a Large Supply Category Connection, with sanctioned load of 2250 kW and CD as 2499 kVA for its Induction Furnace.
- (ii) The Appellant was being issued bills regularly and the same were being deposited by the Appellant in full. There was no outstanding amount. The Appellant was being issued bills on CD and kVAh consumption basis as per tariff orders issued by PSPCL and approved by PSERC. The Appellant was being issued bills by ignoring clauses of Tariff Orders since 2016 to date.

- (iii) SI 3.5 under Schedule of LS Tariff of General Conditions of Tariff provides as under:

“For Arc/ PIU industries, where the load is of mixed nature, i.e. in addition to Arc/ Power Intensive loads, General Industrial loads are also running, monthly minimum charges shall be determined by computing the contract demand on prorate basis in proportion to such loads duly sanctioned by the load sanctioning authority. In such cases, Power Intensive loads shall comprise of loads as mentioned in para SI 3.2, including auxiliary loads, loads of pollution control machinery, gas plants & corresponding lighting loads and general industrial loads in such cases shall comprise loads of rolling mills and its allied loads, related workshop, general engineering machinery and corresponding lighting load, for the purpose of levy of monthly minimum charges.”

- (iv) The above clause had remained same in CC No. 26 of 2016, CC No. 46 of 2017, CC No. 23 of 2018, CC No. 29 of 2019 and CC No. 12 of 2020.
- (v) The Appellant was fulfilling the clause as it was having Induction Furnace load and mixed load but since 2016, billing was being issued on Furnace load/ CD. No separation of load was got done, which was mandatory when the clause was

introduced in the tariff. Due to deficiency in services of the Respondent, the overbilling was issued and the Appellant was paying the same.

- (vi) The Appellant had claimed refund of excess billing of MMC/ fixed charges & Tariff difference paid due to deficiency in services of the Respondent.
- (vii) The Forum had decided the case without going through the points raised by the Appellant in its petition, rejoinder and oral discussions.
- (viii) The Appellant was not supplied copy of A & A form of the sanctioned load. It was demanded during the proceedings of the Forum that copy of the letter be supplied vide which it was given to the Appellant but the Forum totally ignored the demand. The Appellant was in good faith that the load would remain as applied and accordingly the test report was submitted for obtaining the connection. In the absence of the copy of sanctioned A & A form, nobody can know whether the bifurcation of load was made or not. There was deficiency on the part of the Respondent and excess billing was issued and recorded. The ESIM Instruction No. 25.3 was clear that PSPCL would provide the photocopies of Agreement to LS consumers by obtaining acknowledgement and in compliance, the

Respondent should produce the same. The relevant clause is reproduced as under:

“25.3 A photocopy of accepted A&A form/ agreement shall be supplied to the consumer on payment of Rs. 5/- per copy, if so requested by him. As far as possible photocopies of the agreement shall be made available to the Medium, Large, Bulk Supply, Railway Traction and Street Lighting consumers after obtaining their acknowledgement.

Load sanctioning authority shall supply a photocopy of sanctioned and accepted A&A Form in case of MS/LS/BS/RT/SL and DS/NRS (exceeding 100kW) consumers to Centralized Billing Offices.”

- (ix) It was pointed out that Appellant had not objected till date about PIU & General Load and had not applied for the bifurcation of load till date. The excess billing was done on total load but the Appellant could not claim the refund. The question was that any objection could only be raised for wrong billing if the Appellant had knowledge about the facts. As and when it came to the knowledge of the Appellant, the Appellant filed its claim and the Respondent was convinced with the plea of the Appellant.

- (x) It was cleared vide clause no. (viii) of CC No. 23 of 2018 issued on 24.04.2018 to charge billing on pro-rata basis. No notice was issued to the Appellant to submit the detail of load of General & Induction Furnace. The Centralized Billing Cell of the Respondent had not called for load details while implementing CC No. 23 of 2018.
- (xi) There was no instruction in ESIM, Supply Code that which type of load was general load and which includes auxiliary load. The Respondent had sanctioned the total load in PIU category and the Appellant was not at fault. The A & A form was not having separate column to be filled for PIU & General Load and similar position was in test report form. The Forum had not decided the case properly and was in a hurry to decide the case in favour of the Respondent.
- (xii) The Forum had not provided copy of A & A to the Appellant and ignored the demand of the Appellant.
- (xiii) The detail of PIU & General Load was submitted before the Forum during proceedings of the case in rejoinder as PIU = 2074 kW, auxiliary load = 126.447 kW and light load = 49.553 kW. The billing of the Appellant is required to be revised on pro-rata base as per this bifurcated load.

- (xiv) The excess billing should be refunded by applying pro-rata base factor as given in CC No. 23/2018 by setting aside the order of the Forum.

(b) Submissions made in the Rejoinder

The Appellant's Representative also filed its rejoinder, vide e-mail dated 30.03.2021, to the written reply of the Respondent and made the following submissions:

- (i) It was correct that no fee was deposited for obtaining copy of A & A. As per A & A form supplied during the proceeding in the Forum, the Appellant noted that the total load was sanctioned under PIU and there was no bifurcation of load of Furnace and General load but the Appellant had applied this load separately as mentioned in A & A forms at the time of applying for connection on 22.05.2012 of 2499 kW. The A & A, Test Report are attached with the petition at cp-31 to 34. The detail of Furnace, Auxiliary load and General load was attached separately. The concerned SDO verified the same on 13.09.2012. The Respondent also attached these documents with the reply. Thus the reply of the Respondent was wrong and denied. The Appellant was not at fault. The load sanctioning authority had wrongly sanctioned the load without bifurcation.

- (ii) It was correct that the Tariff Orders were issued and uploaded on web site but the PSPCL failed to implement the CC-23 of 2018 issued on 24.04.2018. The tariff of the FY-2018-19 was itself clear to implement the billing of PIU & General Load on pro-rata base. The reference of order dated 28.10.2013 in petition no.3 of 2012 was not related in this case. It was related to Billet Heaters covered under PIU but in this case we had already applied for Furnace and not for billet heater. This was only to divert the case to another side by confusing this court.
- (iii) The question was under which instruction, it was clearly mentioned about load of General and Auxiliary category. It was simply replied that the detail was mentioned in tariff circular of mixed nature. The proper reply was needed from the Respondent.
- (iv) The detailed load was as per detail of General and auxiliary load submitted with A & A Forms and Test reports and both test reports were verified before release of connection/extension. These documents were given with the reply in the Forum during the proceedings of the case. The exact detail was available therein.
- (v) It was prayed that excess billing charged be refunded to the Appellant.

(c) Submission during hearing

During hearing on 07.04.2021, the Appellant's Representative reiterated the submissions made in the Appeal as well as in the rejoinder to written reply and prayed to allow the relief claimed.

(B) Submissions of the Respondent

(a) Submissions in written reply

The Respondent submitted the following written reply for consideration of this Court:

- (i) The Appellant, bearing account no. 3002809491, was a Large Supply Category Consumer under Focal Point Division, Ludhiana. The total load of 2499 kVA/2250 kW as approved by the Competent Authority vide A & A No. 60407 dated 22.05.2012 was 'Induction Furnace' means PIU. Therefore, the Rate Category was set as Power Intensive for the complete load.
- (ii) The Forum decided the case against the consumer stating that 'The total load has been sanctioned by the Competent Authority under PIU Category including auxiliary load & petitioner has not objected the same till date. Further, he has not applied for bifurcation of PIU & General load till date. Therefore, the

petitioner has been rightly charged under PIU Category and as such, he is not entitled for any refund on account of excess billing.’

- (iii) The Consumer had thus, approached the Court of Ombudsman against the CGRF decision. No such request had ever been received by this office from the petitioner for supplying him copy of approved A & A. However, it was stated that copy of approved A & A was submitted to the Forum during the proceedings of the case. It was also stated that total PIU Load (Induction Furnace) of 2499 kVA/2250 kW had been approved by CE/ DS Central, Ludhiana. No bifurcation of load can be seen on the A & A form that had been approved by the Competent Authority.
- (iv) As per PSERC Order dated 28.10.2013 in Petition No. 3 of 2012, publication in the leading newspaper was issued for wide publicity of the orders of the Commission.
- (v) The total load of 2499 kVA/2250 kW as approved by the Chief Engineer (DS), Central Zone vide A & A No. 60407 dated 22.05.2012 for Change of Name was ‘Induction Furnace’ means PIU. Therefore, the Rate Category was set as Power Intensive for the complete Load. In the present case, the Appellant had deposited the total security under PIU category

and total load had been sanctioned under PIU Category. Moreover, Appellant had not requested/applied for any bifurcation of PIU/General Load/CD till date.

- (vi) The consumer had been requested to submit A & A form for Load bifurcation at Focal point Division Office.
- (vii) The Court of the Ombudsman had been requested to decide the appeal case.

(b) Submission during hearing

During hearing on 07.04.2021, the Respondent reiterated the submissions made by it in the written reply and contested the submissions of the Appellant's Representative. He had requested for dismissal of the Appeal of the Appellant.

5. Analysis and Findings

The issue requiring adjudication is the legitimacy of charging of Tariff as per applicable regulations for the period from 14.06.2016 to 31.10.2020 and claim for refund of disputed amount of ₹ 36,23,682/-.

My findings on the points emerged, analysed and deliberated are as under:

- (i) The Appellant's Representative contended that the Appellant had applied for Furnace and General loads separately in A & A Forms but the load sanctioning authority approved the load as PIU Category without bifurcating the load as applied. The Appellant was not provided copy of that approved A & A separately or with demand notice to check the approved load. Feasibility clearance was only a part of the process to submit the A & A forms and to deposit the ACD & Meter Security. The Appellant had paid the amount as per demand raised by the Respondent. The Respondent had cleared in the clause of Tariff SI 3.5 of 2016-17 that the monthly minimum charges shall be determined by computing the contract demand on pro-rata basis in proportion to such loads duly sanctioned by the load sanctioning authority. The load of the Appellant was not sanctioned separately and Appellant was not at fault as the Respondent had not supplied copy of A & A Form and the Appellant was not aware about this. The Tariff Order was not implemented as per approval and example given therein and the Appellant was depositing the bills as issued by the Respondent. The Respondent had not provided copy of approved/ sanctioned A & A form as applied and had not issued any notice to bifurcate the load as per CC No. 24 of 2018. The Appellant had

demanded copy of letter vide which copy of sanctioned load was supplied to the Appellant in the Forum and it was overruled/ignored. The reply to submission made for compliance of ESIM Instruction No. 25.3 was not provided and the same should be provided. Whether the Respondent had complied with these instructions, if yes, the copy of the same be provided or the same may be denied. It was correct that a copy of A & A Form was being retained by the Consumers but copy of sanctioned load was not provided by the Respondent. The Respondent had submitted the copy during the proceedings before the Forum but not earlier and had been claiming that copy had been provided. The same was to be provided as per ESIM Instruction No. 25.3 but not provided. The Respondent had stated that the Appellant had not submitted revised A & A Forms as per CC No. 23 & 24/2018 for bifurcation of load. The same was not submitted as the Respondent had not issued any notice and the Appellant had submitted it now. The Respondent had not complied with the instructions issued by PSERC and misled the Forum and now this Court as the Respondent had not issued bills on pro-rata base as given in Tariff Circular CC No. 23/2018 vide clause (viii). The Respondent should furnish the instruction, in which separate column was provided

for in A & A form and test report for PIU & General Load. The Forum had not decided the case by incorporating proper oral discussion and passed the order in favour of Respondent. The Forum had not noticed whether A & A Form was supplied to the Appellant or not and whether any notice was issued to petitioner as per CC No. 23 & 24 of 2018.

- (ii) The Respondent contended that the Appellant bearing account no. 3002809491 was Large Supply Consumer under Focal Point Division, Ludhiana. The total load of 2499 kVA/2250 kW as approved by the Competent Authority vide A & A No. 60407 dated 22.05.2012 was 'Induction Furnace' means PIU. Therefore, the Rate Category was set as Power Intensive for the complete load. The Forum decided the case against the consumer stating that 'The total load has been sanctioned by the Competent Authority under PIU Category including auxiliary load & petitioner has not objected the same till date. Further, he has not applied for bifurcation of PIU & General load till date. Therefore, the petitioner has been rightly charged under PIU Category and as such, he is not entitled for any refund on account of excess billing.' No request had ever been received from the Appellant for supplying it copy of approved A & A. However, copy of approved A & A was submitted to

the Forum during the proceedings of the case. The total PIU Load (Induction Furnace) of 2499 kVA/2250 kW had been approved by CE/ DS Central, Ludhiana. No bifurcation of load could be seen on the A & A form that had been approved by the Competent Authority. As per PSERC Order dated 28.10.2013 in Petition No. 3 of 2012, publication in the leading newspaper was issued for wide publicity of the orders of the Commission. The total load of 2499 kVA/2250 kW as approved by the Chief Engineer (DS), Central Zone vide A & A No. 60407 dated 22.05.2012 for Change of Name was 'Induction Furnace' means PIU. Therefore, the Rate Category was set as Power Intensive for the complete Load. In the present case, Appellant had deposited the total security under PIU category and total load has been sanctioned under PIU Category. Moreover, Appellant had not requested/applied for any bifurcation of PIU/General Load/CD till date.

- (iii) As per evidence on record, office of the CE/Commercial, PSEB, Patiala, vide memo no. 2687/Indl.86/Ludhiana dated 02.12.2004 addressed to the M/s Paramjit Singh C/o A.P.S. Associates Pvt. Ltd. (Appellant) with a copy to SE/DS, City East Circle, PSEB, Ludhiana and others, conveyed the decision to grant feasibility clearance and permission for registration of

A & A forms for extension in load of 250.058 kW/224 kVA, CD thus making total load as 2250 kW/2499 kVA CD at 11 kV supply voltage for induction furnace unit. A & A dated 22.05.2012 was signed by the Dy. CE, City EAST Circle, Ludhiana, Addl. S.E/DS, Focal Point Division (Special), PSPCL, Ludhiana, AEE/Commercial & Representative of the Appellant. The agreement was approved by the CE (DS), Central Zone, PSPCL, Ludhiana. In the aforesaid agreement, the following values were mentioned: Total Load=2250 kW, Total Contract Demand=2499 kVA, Supply Voltage=11 kV, Transformer Capacity=2500 kVA and kind of Industry= Induction Furnace. The Appellant had deposited ACD/Security (Consumption) in PIU category as intimated by the Respondent in its written reply.

- (iv) It is observed that Appellant had got its connection released on 01.10.2012 before circulation/publicity of Tariff Orders for FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21 vide CC Nos. 26/2016, 47/2017, 24/2018, 25/2019 and 28/2020. The above cited Tariff Orders were circulated and uploaded on the websites of PSPCL/PSERC for wide publicity. Accordingly, at the time of submission of A & A form for release of its connection (after Feasibility Clearance) for load/CD (under

PIU category), the Appellant became aware that it had applied for and agreed to the sanction of load/CD under PIU category (as per A & A form signed on 22.05.2012). But, the consumer never submitted any request in writing or fresh A & A Form for bifurcation of load as of mixed nature if it had mainly General Industrial Load as per relevant provisions of General Conditions of Tariff and Schedules of Tariff.

- (v) It is also observed that the Appellant did not point out in writing any instance of excess billing due to charging of Tariff as per PIU category load to the Respondent on receipt of regular energy bills from PSPCL. Rather, the Appellant continued to pay the bills issued to it regularly by PSPCL without any objection / challenge.
- (vi) There is merit in oral and written submissions of the Respondent that Large Supply Connections were applied by the Consumers with the relevant documents and a copy of these documents was to be retained by the Consumers. The Appellant, being a Large Supply Category Consumer, must keep record of all documents submitted to the Respondent and maintain a separate LS connection file. Copies of bills/ receipts of securities etc. were preserved by the Consumers for accounting and other purposes. Moreover, one copy of A & A

Forms and other documents were given to the Consumers by the Respondent. The Appellant had already attached concerned documents with its petition submitted in the Forum.

- (vii) The Appellant's Representative contended that the Appellant was not supplied copy of A & A form of the sanctioned load. It was demanded during the proceedings of the Forum that copy of the letter be supplied vide which it was given to the Appellant but the Forum totally ignored the demand. The Appellant was having a good faith that the load would remain as applied and accordingly, the test report was submitted for obtaining the connection. In the absence of the copy of sanctioned A & A form, nobody could know whether the bifurcation of load was made or not. There was deficiency on the part of the Respondent and excess billing was issued / recorded. The ESIM Instruction No. 25.3 was clear that PSPCL would provide the photocopies of Agreement to LS consumers by obtaining acknowledgement and in compliance, the Respondent should produce the same.

In this connection, it is worthwhile to peruse the Instruction No. 25.3 of ESIM 2018 which reads as under:

“25.3 A photocopy of A&A form/agreement shall be supplied to the consumer on payment of Rs. 5/- per copy, if so requested by

him. As far as possible photocopies of the agreements shall be made available to the LS, MS, BS, RT and SL consumers after obtaining their acknowledgement.

Load sanctioning authority shall forward a photocopy of sanctioned and accepted A&A Form to centralized billing office where billing is not done in the sub division.”

The Appellant's Representative, in its rejoinder to written reply confirmed that it had not deposited the requisite fee of ₹ 5/- per copy for obtaining photocopies of approved A & A forms from the Respondent and he had not even given any request in writing in this regard to the Respondent. In view of the above, the contention of the Appellant's Representative regarding non supply of sanctioned A & A forms does not sustain.

- (viii) It is observed that the Appellant had misunderstood the instructions contained in General Conditions of Tariff and Schedule of Tariff relating to the Tariff Orders for FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21 whose perusal revealed that billing on the basis of PIU load and General Load in proportion to it was only to be applied where General and PIU load had been separately sanctioned by the Load Sanctioning Authority in the A & A Form. In the present case,

the whole load was sanctioned by the Load Sanctioning Authority under PIU Category and billing was done correctly.

- (ix) The Appellant's Representative, in its rejoinder, admitted that all the Commercial Circulars issued by PSPCL were available on its website and are in public domain but stated that their implementation was not done correctly. The Court observed that the Tariff Order issued by PSERC are available on the websites of PSERC as well as PSPCL. Wide publicity was also given in the press about tariff rates approved by PSERC in respect of various categories of the consumers. The Appellant, being LS consumer, could not say that he was ignorant about tariff orders / regulations relating to tariff matters. There was no need to issue separate notice to each consumer informing about changes in tariff structure. Each consumer had to take appropriate action for getting any benefit given in the tariff orders of the PSERC. The Appellant failed to take timely appropriate action to pin point any instance of incorrect implementation of Tariff Order. The Appellant also failed to take action for bifurcation of PIU & General Load by submitting revised A & A forms so as to obtain the approval of bifurcated load from the Load Sanctioning Authority.

- (x) The averments made by the Appellant particularly in rejoinder to written reply and during hearing on 07.04.2021 (specifically that the Appellant was not at fault and that the load sanctioning authority had wrongly sanctioned the load without bifurcation) are not convincing and not sustainable. Ever since release of the Appellant's LS category connection on 01.10.2012, it did not point out in writing that bifurcation of load applied for by it had not been reflected in the bills which, in turn, were paid regularly. A LS category consumer is expected to be sincere, responsible and vigilant in discharging its obligations instead of incorrectly pointing out lacunae in the working of the distribution licensee. Thus, the Appellant cannot absolve itself of the responsibility and liability for the disputed amount billed to it as per instructions of PSPCL/P SERC.
- (xi) From the above analysis, it is concluded that the entire load of the Appellant was sanctioned by the Competent Authority under PIU category. The Appellant had not submitted new A&A Forms by bifurcating the PIU load & General Load. Further, the Appellant did not file any objection to charging it as per PIU load in terms of instructions contained in SI 3.5/3.6 of General Conditions of Tariff and Schedules of Tariff for FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21. It proved

that the total load of the Appellant falls under PIU category and there was no other general industry (General Load) except PIU load. The proportionate billing of PIU and general tariff was to be done only if it was separately sanctioned in the A & A Form by the Load Sanctioning Authority as per provisions referred to above. Thus, the Forum rightly decided that the Appellant was not entitled for any refund on account of billing done by the Respondent.

- (xii) The allegation of deficiency of service in this case is not just and fair. As such, the claim of the Appellant regarding refund of disputed amount (₹ 36,23,682/-) already paid in the bills without any challenge is devoid of merit and is hereby rejected after due consideration of all the facts/documentary evidence of the case.

6. Decision

As a sequel of above discussions, the order dated 03.02.2021 of the CGRF, Ludhiana in Case No. CGL-423 of 2020 is upheld. The Appellant is at liberty to submit fresh/ revised A& A Form to the Licensee (PSPCL) so as to obtain the approval/ sanction of Load Sanctioning Authority of PSPCL in respect of PIU and General Load separately if it wants to get the benefit of tariff rates accordingly in future.

7. The Appeal is disposed of accordingly.
8. As per provisions contained in Regulation 3.26 of Punjab State Electricity Regulatory Commission (Forum and Ombudsman) Regulations-2016, the Licensee will comply with the award/ order within 21 days of the date of its receipt.
9. In case, the Appellant or the Respondent is not satisfied with the above decision, it is at liberty to seek appropriate remedy against this order from the Appropriate Bodies in accordance with Regulation 3.28 of the Punjab State Electricity Regulatory Commission (Forum and Ombudsman) Regulations-2016.

April 09, 2021
S.A.S. Nagar (Mohali)

(GURINDER JIT SINGH)
Lokpal (Ombudsman)
Electricity, Punjab.