

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

**APPEAL No. 48/2021**

**Date of Registration : 20.05.2021**  
**Date of Order : 01.06.2021**

**Before:**

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

**In the Matter of:**

Jasbir Singh,  
# 133, Wadwa Nagar,  
Village-Dakoli, Zirakpur, Distt.:- Mohali.  
**Contract Account Number: Z74GT740818K**

...Appellant

Versus

Additional Superintending Engineer,  
DS Division, PSPCL, Zirakpur.

...Respondent

Before me for consideration is an Appeal preferred by the Appellant against the decision dated 16.04.2021 of the Consumer Grievances Redressal Forum (Forum), Patiala in Case No. CGP-122 of 2021, deciding that:

*“The account of the petitioner be overhauled for the period 16.02.2017 to 02.08.2019 (date of replacement of defective meter) with the average consumption of 409 units per month recorded during the period 16.01.2016 to 16.02.2017*

*without charging any surcharge/ interest. Respondent is directed to re-calculate the demand and refund/ recover the amount found excess/ short after adjustment if any.”*

2. A scrutiny of the Appeal and related documents revealed that the Appeal was received in this Court on 20.05.2021 i.e. within the stipulated period of thirty days of receipt of the decision dated 16.04.2021 of the CGRF, Patiala in Case No. CGP-122 of 2021 by the Appellant on 21.04.2021. The Appellant had been depositing the amount of bills raised by the Respondent from time to time and as such, he was not required to deposit any amount towards 40% of the disputed amount. Therefore, the Appeal was registered and copy of the same was sent to Additional Superintending Engineer/ DS Division, Zirakpur for sending written reply/ parawise comments with a copy to the office of the CGRF, Patiala under intimation to the Appellant vide letter nos. 810-812/OEP/A-48/2021 dated 20.05.2021.
3. With a view to adjudicate the dispute, a hearing was fixed in this Court on 01.06.2021 at 11.00 AM and an intimation to this effect was sent to both the parties vide letter nos. 841-42/OEP/A-48/2021 dated 25.05.2021.
4. In the present dispute, the Appellant was having a DS Category connection bearing Account No. Z74GT740818K with

sanctioned load of 10.980 kW. The Appellant was served with 'O' Code Bills from 16.01.2016 to 16.06.2017. But, he was charged on average basis (due to defective meter) for the period 17.07.2017 to 20.08.2019. In the month of 03/2018, wrong Meter Change advice was sent to the computer cell due to which, 'C' Code bill was raised to the consumer on 26.03.2018. However, meter was actually replaced vide MCO No. 38/2428 on 02.08.2019. The Appellant agreed with bills for the period 16.01.2016 to 16.02.2017 but he showed his dissatisfaction with the bills for the period 18.03.2017 to 20.08.2019 and approached the Forum who, after hearing both sides, directed the Respondent vide order dated 16.04.2021 that account of the petitioner (now Appellant) be overhauled for the period 16.02.2017 to 02.08.2019 (date of replacement of defective meter) with the average consumption of 409 units per month recorded during the period 16.01.2016 to 16.02.2017 without charging any surcharge/interest. The Respondent implemented this decision of the Forum vide Sundry No. 25/134/R-131 and an allowance of ₹ 76,254/- was given to the Appellant. An intimation to this effect was given to the consumer on [harry.anand067@gmail.com](mailto:harry.anand067@gmail.com) vide e-mail dated 05.05.2021. The

Appellant did not agree with the revised/overhauled demand and preferred the present Appeal in this Court.

5. A day before the scheduled hearing fixed for 01.06.2021, Senior Xen, DS Division, PSPCL, Zirakpur, vide e-mail dated 31.05.2021, sent revised written reply intimating as under:

“Now revised demand notice has been sent to the consumer vide Memo No. 4530 dated 29.05.21 for Rs. (-) 35,289/- after removing discrepancies in the calculation.”

6. The Appellant, to whom the revised demand notice was sent by AEE/Commercial, DS Division, PSPCL, Zirakpur vide Memo No. 4530 dated 29.05.2021, sent an e-mail to this Court stating as under:

“As XEN Zirakpur has overhauled the bill on 29.05.2021 as per instruction of CGRF, Patiala. Also due to covid restriction I will not be able to attend the hearing personally. Citing the above reasons I hereby withdraw my petition.”

7. The Respondent, vide Memo No. 2926 dated 31.05.2021 intimated that the decision of the Forum had been implemented and the Appellant was satisfied with the same. The Respondent added that it had no objection if the request of the Appellant for

withdrawal of the Appeal is accepted by the Court of Ombudsman.

8. Taking into consideration the action taken by the Respondent to address the concerns of the Appellant to his satisfaction, this Court is inclined to accept the request dated 31.05.2021 of the Appellant for withdrawal of the Appeal preferred in this Court.
9. In view of the above, this court allows withdrawal of Appeal No. A-48/2021 as per request of the Appellant.
10. The Appeal is disposed of accordingly.

June 01, 2021  
S.A.S. Nagar (Mohali)

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