

**COURT OF THE LOK PAL (OMBUDSMAN),  
ELECTRICITY, PUNJAB,  
PLOT NO. A-2, INDUSTRIAL AREA, PHASE-1,  
S.A.S. NAGAR (MOHALI).  
(Constituted under Sub Section (6) of Section 42 of Electricity  
Act-2003)**

**APPEAL No. 54/2021**

**Date of Registration : 18.07.2021**

**Date of Hearing : 02.08.2021**

**Date of Order : 02.08.2021**

**Before:**

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

**In the Matter of:**

Narinder Singh,  
R/o Village Gaggarwal, PO-Sidhu Pur Kalan,  
Tehsil Khamanon, Distt. Fatehgarh Sahib.

**Contract Account Number: R73SF731720P**

...Appellant

Versus

Senior Executive Engineer,  
DS Division,  
PSPCL, Samrala.

...Respondent

**Present For:**

Appellant: None

Respondent : None

Before me for consideration is an Appeal preferred by the Appellant against the decision dated 11.06.2021 of the Consumer Grievances Redressal Forum (Forum), Patiala in Case No. CGP-154 of 2021, deciding that:

*“In view of the above, Forum decides that the account of the petitioner be overhauled on the basis of the average monthly consumption recorded during previous six (6) months during which the meter was functional as per the provisions of Supply Code Regulations, 2014 clause No. 21.5.2(b) and DLDS decision dated 15.01.2021 is set aside.”*

## **2. Registration of the Appeal**

A scrutiny of the Appeal and related documents revealed that the Appeal was received in this Court through email on 18.07.2021 i.e. within the stipulated period of one month of receipt of the decision dated 11.06.2021 of the CGRF, Patiala in Case No. CGP-154 of 2021 vide Memo No. 1394/CGP-154/2021 dated 18.06.2021. The Appellant had already deposited the whole disputed amount at the time of filing of Appeal before this Court. Therefore, the Appeal was registered and copy of the same was sent to the Senior Executive Engineer/ DS Division, Samrala for sending written reply/

parawise comments with a copy to the office of the CGRF, Patiala (for sending the case file) under intimation to the Appellant vide letter nos. 1037-1039/OEP/A-54/2021 dated 19.07.2021.

### **3. Proceedings**

With a view to adjudicate the dispute, a hearing was fixed in this Court on 02.08.2021 at 11.00 AM and an intimation to this effect was sent to both the sides vide letter nos. 1059-60/OEP/A-54/2021 dated 23.07.2021. As scheduled, the hearing could not be held in this Court because none was present. The Appellant informed on mobile that he will not attend the Court. He had requested that the case may be closed in view of his written submissions.

### **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 alongwith material brought on record by the both parties.

#### **(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 Non Residential Supply Category Connection bearing Account No. R73SF731720P installed at his shop in Village Uchapind (Sanghol) and he had given the shops on rent.
- (ii) Due to some reasons, the shops of the Appellant remained closed for 6 months during the period from September, 2019 to February, 2020 (Approximate dates). Because of no usage, the electricity meter of the Appellant's connection gave very small amount of readings. The shops of the Appellant remained closed but the Respondent had issued the average bills for six months and sent him bill for ₹ 15000 to ₹ 18000 which the Appellant had already paid to the Respondent.
- (iii) During the first months, the Respondent had sent bills for small amounts. The Respondent had thought that the meter of the Appellant was not working and the Respondent had sent him estimated bill for those months which was approximately 1100 units and 2 D Code bills and 1 N code bill.
- (iv) The meter of the Appellant was changed by the Respondent without information of the Appellant. The Respondent had stated in the Forum that the meter of the Appellant was not

functioning which was wrong because the meter of the Appellant was tested in ME Lab and there was nothing wrong with the meter of the Appellant.

- (v) The Appellant had explained everything in the Forum but the Appellant was surprised by the decision of the Forum.
- (vi) The Appellant had been regularly making the payment of the bills being sent by the Respondent.
- (vii) The Appellant had prayed to settle the issue of wrong bill of 1100 units which he had already paid.

**(b) Additional submissions of the Appellant**

The Appellant submitted the following additional submissions vide e-mail dated 27.07.2021.

- (i) The Appellant had filed an Appeal dated 18.07.2021 as he was not satisfied with the decision of the Forum. The Appellant received a call from the Respondent whereby he was informed that the problem of the Appellant was going to be solved.
- (ii) The Appellant was given refund of ₹ 7858/- by the Respondent on 23.07.2021. Thereafter, the Appellant was given refund of another amount of ₹ 5089/- on 26.07.2021. The Appellant had attached copies of both the letters of the Respondent with his e-mail. The Appellant had further submitted that he was satisfied with the decision of the Forum and its implementation

by the Respondent. He had requested for closure of the Appeal Case.

**(B) Submissions of the Respondent**

**(a) Submissions in written reply**

The Respondent had sent Memo No. Spl-1 dated 23.07.2021 and Memo No. 624 dated 26.07.2021 to the Appellant and informed that the decision of the Forum vide which the account of the Appellant was ordered to be overhauled on the basis of the average monthly consumption recorded during previous 6 months has been implemented. Accordingly, the account of the Appellant was overhauled and a refund of ₹ 7858/- had been given vide Refund Register No. 39/100/222. In addition to it, 'C' code bill and 'D' code bill of the Appellant had been rectified and refund of ₹ 5089/- was given to the Appellant vide Refund Register No. 40/100/222.

**5. Decision**

In view of the above, it is evident that the decision of the Forum dated 11.06.2021 has been implemented by the Respondent and the Appellant is now satisfied. The Appellant had prayed to close the Appeal case. The Appeal Case is hereby closed as per request of the Appellant.

6. The Appeal is disposed of accordingly.

August 02, 2021  
S.A.S. Nagar (Mohali)

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

