**CORPORATE CONSUMERS GRIEVANCES REDRESSAL FORUM**

**PUNJAB STATE POWER COPROPRATION LIMITED**

**220 KV S/Stn. Opp. Verka Milk Plant, Ferozepur Road, Ludhiana**

**Tel: 0161-2971912, email: secy.cgrfldh@gmail.com**

**CASE NO.: CF-104/2023**

**Date of Registration : 17.08.2023**

**Date of Closing : 05.09.2023**

**Date of Final Order : 14.09.2023**

**In the Matter of:**

**M/S Spice Communication Ltd.,**

**Now ATC Telecom Infrastructure Pvt. Ltd.,**

**B-320, 3rd Floor, Tower B, Bestech Business,**

**Sec.-66, Mohali.**

**A/c No.: T13GT130035N**

**Through:**

Sh. Raj Kumar  **...Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/DS Division,

PSPCL, Bhikhiwind. **...Respondent**

1. **BRIEF HISTORY:**

Petition against case No.: CF-104/2023 has been filed directly in the Forum in the matter related to A/c no. T13GT130035N, in the name of M/S Spice. The Petitioner i.e., M/s ATC Telecom Infrastructure Pvt. Ltd., is present user of this NRS connection which is having sanctioned load of 19.98 KW under DS Division, PSPCL, Bhikhiwind. Meter of the petitioner got burnt in month of Aug/2021 and same was replaced vide MCO no. 194/18016 dated 30.11.2021 effected on 10.12.2021. Removed meter was checked in ME Lab vide challan no. 5 dated 11.05.2022 wherein it was reported as under: -

*“ਮੀਟਰ ਦੀ ਬਾਹਰਲੀ ਜਾਂਚ ਕੀਤੀ। ਖਪਤ ਡੈਟਾ ਅਨੁਸਾਰ ਮਹੀਨਾ 9/21 ਵਿੱਚ 101962 KWH ਦੀ ਬਿਲਿੰਗ ਹੋਈ ਹੈ। ਇਸ ਤਰਾਂ 209462-101962=107500 KWH ਯੂਨਿਟ ਦੇ ਪੈਸੇ ਡਾਟਾ ਘੋਖ ਕੇ ਚਾਰਜ ਕੀਤੇ ਜਾਣ।”*

Respondent also supplied copy of ECR no. 46/2570 dated 11.05.2022 of AEE/Enf. cum EA & MMTS, Tarn Taran and it has been mentioned in this report also that billing against the account of the petitioner was done up to reading of 101962 KWH and it was directed to charge the difference of 209462-101962=107500 units to the petitioner. It appears that this ECR has been prepared in ME Lab itself as reference of ME challan has been given in it. Accordingly, petitioner was issued bill cum show-cause notice by SDO/Khalra vide his Memo no. 377 dated 16.05.2022 charging an amount of Rs. 851208/- on account of difference of 97315 units after adjusting already billed units on average basis for the period burnt meter remained installed at site, against total 107500 units. Later, two more bill cum show cause notices were issued to the petitioner vide Memo nos. 1267 dated 22.11.2022 and 1399 dated 04.01.2023 asking him to deposit the said amount. Petitioner did not deposit this amount and same was charged to him as sundry charges in bill dated 23.03.2023. Petitioner did not agree to this amount charged to him and filed a case in the Corporate CGRF, Ludhiana. Forum heard the case in its proceedings dated 17.08.2023, 22.08.2023, 29.08.2023 and finally on 05.09.2023, when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 17.08.2023***

*The petition has been placed before the Forum for admission. After considering the averments made in the petition, the petition is admitted. Notice be issued to ASE/Sr. Xen/Op. Bhikhiwind (Respondent) along with copy of petition.*

*Respondent shall submit five copies of the following record/documents before the Forum:-*

1. *Respondent shall confirm that there is no case pending before any Court/Forum or any other authority between PSPCL and Petitioner.*
2. *Respondent shall confirm the status of up to date payments and shall ensure that no bill other than the amount in dispute, is pending.*
3. *Respondent shall confirm that the complainant/applicant/petitioner is a competent/authorised person to file/defend the case on behalf of the consumer of the above a/c no.*
4. *Respondent shall also ensure the following action:-*
   1. *He will submit point-wise/para-wise reply to the petition in form of hard copy & soft copy through Email at* [*secy.cgrfldh@gmail.com*](mailto:secy.cgrfldh@gmail.com)*.*
   2. *He will check/verify the amount of Rs. 851208/- charged vide notice no. 1267 dated 22.11.2022 reflected in bill dated 23.03.2023 under sundry charges head.*
   3. *He will submit complete details of charged amount along with supporting documents and legible copy of notice no. 1267 dated 22.11.2022.*
   4. *He will submit consumption data depicting readings, dates of reading (in KWH & KVAH, MDI, PF etc.) also indicating the meter status, MF etc. For previous 5 years along with SAP reading record.*
   5. *He will submit copy of current site checking report and further submit copies of checking carried out by various authorities previously.*
   6. *Submit copies of related Job order clearly depicting date of effect thereof, ME lab report and DDL report of meter in dispute.*
   7. *Intimate Regulation number of Supply Code, 2014 or any other relevant Rules/Regulations according to which the amount has been charged.*
   8. *Ensure that all the documents have been checked/verified & signed by ASE/Sr. XEN and he will be responsible for the authenticity of the documents/information submitted to the Forum.*

*The case be put up on 22.08.2023*

***Proceedings dated: 22.08.2023***

*Respondent submitted five copies of reply to petitioner along-with other record/documents. Forum observed that reply is incomplete and hereby directs the Respondent to submit complete reply along-with supporting documents on the next date of hearing.*

*The case is adjourned to 29.08.2023 for reply.*

***Proceedings dated: 29.08.2023***

*Respondent submitted five copies of complete reply to petitioner along-with the record/documents as directed in previous hearing. One copy handed over to Petitioner.*

*Respondent is directed to submit copy of MCO depicting date of effect, ME Lab report along-with DDL and Manual Reading Record from 2016 onwards, on next date of hearing.*

*The case is adjourned to 05.09.2023 for filing rejoinder/oral discussion.*

***Proceedings dated: 05.09.2023***

*Respondent submitted copy of MCO depicting date of effect and ME Lab report as directed in previous hearing. One copy handed over to Petitioner.*

*Respondent stated that Manual Reading Record in not being maintained as the readings are being recorded directly on SBMs and further stated that DDL of the meter has corrupted while dumping it into PC.*

*Petitioner/PR stated that the petition and other documents already submitted may also be considered as part of oral discussion.*

*Respondent stated that the reply to the petition and other documents already submitted may be considered as oral discussion.*

*Both the parties have nothing more to say and submit.*

*The case is closed for passing speaking orders.*

1. **FACTS OF THE CASE AND OBSERVATIONS OF THE FORUM: -**
2. The Petitioner bearing A/c no. T13GT130035N, is having NRS connection with sanctioned load of 19.98 KW, in the name of M/S Spice, under DS Division, Bhikhiwind.
3. The Petitioner in his Petition prayed that: -
   * + 1. *That Company had installed a mobile communication tower at location- 'Near Kahlra, Tehsil Patti, Distt tarn Taran, Punjab' and to run the said mobile communication tower, company got issued electricity connection bearing A/c No. T13GT130035N from PSPCL, City Sub Division- Khalra (T- 13), Division Bhikhiwind, Distt Tarn Taran, Punjab.*
       2. *That the Company used to regularly pay the electricity bills issued by the PSPCL which varied between Rs 15,000/- to Rs 20,000/- only but was shocked to receive an inflated electricity bill issued for the month of March 2023 for a sum of Rs 8,68,090/-. The officials have included an amount of Rs 8,51,208/- as sundry charges.*
       3. *That immediately, we approached the officials and requested for providing details of these alleged Sundry Charges and it was informed that these sundry charges have been included in the bill on account of differential consumption charges due to round completion of meter. The consumption of meter as on date is 2,01,962 units against which the company has paid for the entire consumption but due to meter reading reversed to 0 units after completion of 99,999 units on one occasion, same could not be updated in the electricity records in the month of July'16, and accordingly, differential charges for 1,07,500 units have been wrongly added in the current bill.*
       4. *That several requests were made to rectify the same but the genuine requests of our company were not entertained as the officials have inaccurately included unaccountable sums in the bill for which the company is not liable to pay.*

*In view of the above submission, it is most humbly requested that the case of the company be put before the "CGRF" & the sundry charges of subjected amount of Rs 8,51,208/- may kindly be removed/waived off since not applicable/payable as per the circumstances explained above, in the interest of justice. We shall be thankful to you.*

1. The Respondent in his reply to petition stated that: -

*ਉਕਤ ਕੇਸ ਦੇ ਰਿਕਾਰਡ ਦੀ ਘੋਖ ਉਪਰੰਤ ਨਿਮਨਹਸਤਾਖਰ ਦੇ ਧਿਆਨ ਵਿੱਚ ਆਇਆ ਹੈ ਕਿ ਮਹੀਨਾ ਜੂਨ 2016 ਦੌਰਾਨ ਜੋ ਬਿੱਲ ਜਾਰੀ ਕੀਤਾ ਗਿਆ, ਉਸ ਵਿੱਚ ਰੀਡਿੰਗ ਦਾ ਵੇਰਵਾ ਹੇਠ ਲਿਖੇ ਅਨੁਸਾਰ ਹੈ ਜੀ:*

*New Reading Old Reading Consumption Meter Status*

*1865 99841 2024 X Code*

*ਉਪਰੋਕਤ ਵੇਰਵੇ ਤੋਂ ਹੇਠ ਲਿਖਿਆ ਸਿੱਟਾ ਨਿਕਲਦਾ ਹੈ :*

*Consumption = New Reading -Old Reading*

*But according to above data: Consumption = 1865-99841 = l code ਬਣ ਜਾਵੇਗਾ।*

*ਪ੍ਰੰਤੂ X Code ਨੂੰ ਮੱਦੇਨਜਰ ਰੱਖ ਕੇ Consumption = 101865-99841 = 2024*

*ਇਸ ਦਾ ਅਰਥ ਇਹ ਹੈ ਕਿ ਉਕਤ ਸਮੇਂ ਦੌਰਾਨ ਕੋਈ ਰੀਡਿੰਗ ਛੱਡੀ ਨਹੀਂ ਗਈ ਸੀ, ਸਗੋਂ X code ਆਉਣ ਕਰਕੇ 1,00,000 ਰੀਡਿੰਗ ਨੂੰ ਨਾਲ ਲੈ ਕੇ ਹੀ ਬਿੱਲ ਤਿਆਰ ਕੀਤਾ ਗਿਆ ਸੀ ਜੋ ਕਿ ਠੀਕ ਹੈ।*

*ਇੱਥੇ ਇਹ ਵੀ ਜ਼ਿਕਰਯੋਗ ਹੈ ਕਿ ਮਹੀਨਾ ਮਾਰਚ 2020 ਤੋਂ ਬਾਅਦ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ. ਦਾ ਬਿੱਲ ਦਾ ਫਾਰਮੈਟ ਬਦਲੀ ਕੀਤਾ ਗਿਆ ਸੀ, ਨਵੇਂ ਫਾਰਮੈਟ ਵਿੱਚ X Code ਦੀ ਜਗ੍ਹਾ 1,00,000 ਰੀਡਿੰਗ ਹੀ ਦਰਸਾਈ ਜਾਣ ਲੱਗ ਪਈ ਸੀ, ਜਿਵੇਂ ਕਿ ਉਕਤ ਖਾਤੇ ਦੇ ਮਹੀਨਾ ਜੁਲਾਈ 2021 ਅਤੇ ਅਗਸਤ 2021 ਦੀ ਰੀਡਿੰਗ ਨੂੰ ਵਿਚਾਰਿਆ ਜਾ ਸਕਦਾ ਹੈ।*

*ਮਹੀਨਾ 07/2021 ਦੌਰਾਨ New Reading 99507 ਸੀ, ਅਤੇ ਮਹੀਨਾ 08/2021 ਵਿੱਚ ਰੀਡਿੰਗ 1 ਲੱਖ ਤੋਂ ਵਧ ਗਈ ਤਾਂ ਬਿੱਲ ਵਿੱਚ ਵਿੱਚ X Code ਦੀ ਜਗ੍ਹਾ ਪਰਾੱਪਰ 101962 ਰੀਡਿੰਗ ਦਰਸਾਈ ਗਈ ਅਤੇ Meter Status 0 code ਪਾਇਆ ਗਿਆ।*

*ਇਸ ਤਰ੍ਹਾਂ ਉਕਤ ਖਾਤੇ ਦੇ ਮੀਟਰ ਨੰਬਰ 722692 ਨੇ ਦੋ ਵਾਰ ਆਪਣਾ ਚੱਕਰ ਪੂਰਾ ਕਰਦਿਆਂ 2 ਲੱਖ ਤੋਂ ਵੱਧ ਦੀ ਖਪਤ ਕੀਤੀ ਅਤੇ ਉਸ ਦੀ ਬਿਲਿੰਗ ਵੀ ਹੋਈ ਹੈ ਜੋ ਕਿ ਉਪਰੋਕਤ ਵੇਰਵੇ ਤੋਂ ਸਪੱਸ਼ਟ ਹੋ ਜਾਂਦਾ ਹੈ।*

*ਇਸ ਲਈ ਈ.ਸੀ.ਆਰ. ਨੰਬਰ 46/2570 ਮਿਤੀ 11/05/2022 ਅਧੀਨ ਚਾਰਜ ਕੀਤੀ ਰਕਮ ਵਿਚਾਰਨ ਯੋਗ ਹੈ।*

***ਰਿਪੋਰਟ***

***ਤਸਦੀਕ ਕੀਤਾ ਜਾਂਦਾ ਹੈ ਕਿ ਖਾਤਾ ਨੰਬਰ ਟੀ13ਜੀਟੀ 130035ਐਨ ਸਪਾਈਸ ਕਮਿਊਨੀਕੇਸ਼ਨ ਲਿਮਿਟਡ ਦੇ ਨਾਮ ਤੇ ਸਬ ਡਵੀਜਨ ਖਾਲੜਾ ਅਧੀਨ ਪਿੰਡ ਨਾਰਲੀ ਵਿਖੇ ਚਲਦਾ ਹੈ। ਜਿਸ ਦਾ ਸੀ ਜੀ ਆਰ ਐਫ ਲੁਧਿਆਣਾ ਵਿਖੇ ਕੇਸ ਲਗਾ ਹੋਇਆ ਹੈ ਜਿਸ ਦੀ ਰਿਪੋਰਟ ਹੇਠ ਲਿਖੇ ਅਨੁਸਾਰ ਆਪ ਜੀ ਦੇ ਦਫਤਰ ਨੂੰ ਭੇਜੀ ਜਾਂਦੀ ਹੈ। ਇਸ ਖਾਤੇ ਦੀ ਰੀਡਿੰਗ ਮਿਤੀ 15.05.2016 ਨੂੰ 99841 ਨੋਟ ਕੀਤੀ ਗਈ ਅਤੇ ਮੀਟਰ ਦੀ ਸਥਿਤੀ ੳ ਕੋਡ ਪਾਈ ਗਈ ਸੀ। 14 ਜੂਨ 2016 ਮੀਟਰ ਦੀ ਰੀਡਿੰਗ 1865 ਹੋ ਗਈ ਅਤੇ ਮੀਟਰ ਦੀ ਸਥਿਤੀ ਐਕਸ ਕੋਡ ਪਾਈ ਗਈ। ਇਸ ਤੋਂ ਅੱਗੇ ਅਗਸਤ 2021 ਵਿਚ ਮੀਟਰ ਦੀ ਰੀਡਿੰਗ 101962 ਹੋ ਗਈ ਅਤੇ 18 ਅਗਸਤ 2021 ਵਿਚ ਮੀਟਰ ਸੜ ਗਿਆ ਅਤੇ ਸਥਿਤੀ ਡੀ ਕੋਡ ਪਾਈ ਗਈ। ਇਹ ਮੀਟਰ ਉਤਾਰ ਕਿ ਚਲਾਨ ਨੰਬਰ 4 ਮਿਤੀ 04.05.2022 ਨੂੰ ਐਮ ਈ ਲੈਬ ਅੰਮ੍ਰਿਤਸਰ ਵਿਖੇ ਵਾਪਿਸ ਕਰਨ ਲਈ ਲਿਜਾਇਆ ਗਿਆ। ਐਮ ਈ ਲੈਬ ਵਲੋਂ ਐਲ ਸੀ ਆਰ ਨੰਬਰ 46/2570 ਮਿਤੀ 11.05.02022 ਮੁਤਾਬਕ ਯੂਨਿਟਾਂ ਦਾ ਫਰਕ 107500 ਦੀ ਰਕਮ 851208/ ਰੁਪੈ ਚਾਰਜ ਕੀਤੇ ਗਈ । ਖਪਤਕਾਰ ਨੂੰ ਯੂਨਿਟਾਂ ਦੇ ਫਰਕ ਦੀ ਰਕਮ ਦਾ ਨੋਟਿਸ ਨੰਬਰ 377 ਮਿਤੀ 06.05.200 ਭੇਜਿਆ ਗਿਆ । ਇਸ ਤੋਂ ਬਾਅਦ ਦੂਸਰਾ ਨੋਟਿਸ ਨੰਬਰ 1267 ਮਿਤੀ 22.11.22022 ਭੇਜਿਆ ਗਿਆ ਅਤੇ ਤੀਸਰਾ ਨੋਟਿਸ ਨੰਬਰ 1399 ਮਿਤੀ 04 .10.2023 ਭੇਜਿਆ ਗਿਆ । ਇਸ ਦੇ ਉਪਰੰਤ ਸੰਡਰੀ ਚਾਰਜ ਆਈਟਮ ਨੰਬਰ 338 ਪੰਨਾ ਨੰਬਰ 35 ਰਜਿਟਰ ਨੰਬਰ 5 ਦੇ ਮੁਤਾਬਕ ਇਹ ਰਕਮ 851208/ ਰੁਪੈ ਮਿਤੀ 28.02.2023 ਨੂੰ ਚਾਰਜ ਕੀਤੀ ਗਈ । ਇਹ ਸਾਰਾ ਰਿਕਾਰਡ ਆਪ ਜੀ ਨੂੰ ਜਰੂਰੀ ਅਗਲੇਰੀ ਕਾਰਵਾਈ ਲਈ ਭੇਜਿਆ ਜਾਂਦਾ ਹੈ ।***

1. Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, oral discussions made by Petitioner along with material brought on record. The issue that requires adjudication in the present case is to decide the legitimacy of bill cum show cause notice issued to petitioner by SDO/Khalra vide his Memo nos. 377 dated 16.05.2022, 1267 dated 22.11.2022 and 1399 dated 04.01.2023 amounting to Rs. 851208/- (later charged as sundry charges in bill dated 23.03.2023) on account of difference of 97315 KWH as per directed in ECR no. 46/2570 dated 11.05.2022.
2. Forum observed that meter of the petitioner got burnt in month of Aug/2021 and same was replaced vide MCO no. 194/18016 dated 30.11.2021 effected on 10.12.2021. Removed meter was checked in ME Lab vide challan no. 5 dated 11.05.2022 wherein it was reported as under: -

*“ਮੀਟਰ ਦੀ ਬਾਹਰਲੀ ਜਾਂਚ ਕੀਤੀ। ਖਪਤ ਡੈਟਾ ਅਨੁਸਾਰ ਮਹੀਨਾ 9/21 ਵਿੱਚ 101962 KWH ਦੀ ਬਿਲਿੰਗ ਹੋਈ ਹੈ। ਇਸ ਤਰਾਂ 209462-101962=107500 KWH ਯੂਨਿਟ ਦੇ ਪੈਸੇ ਡਾਟਾ ਘੋਖ ਕੇ ਚਾਰਜ ਕੀਤੇ ਜਾਣ।”*

Respondent also supplied copy of ECR no. 46/2570 dated 11.05.2022 of AEE/Enf. cum EA & MMTS, Tarn Taran and it has been mentioned in this report also that billing against the account of the petitioner was done up to reading of 101962 KWH and it was directed to charge the difference of 209462-101962=107500 units to the petitioner. It appears that this ECR has been prepared in ME Lab itself as reference of ME challan has been given in it. Accordingly, petitioner was issued bill cum show-cause notice by SDO/Khalra vide his memo no. 377 dated 16.05.2022 charging an amount of Rs. 851208/- on account of difference of 97315 units after adjusting already billed units on average basis for the period burnt meter remained installed at site, against total 107500 units. Later, two more bill cum show cause notices were issued to the petitioner vide Memo nos. 1267 dated 22.11.2022 and 1399 dated 04.01.2023 asking him to deposit the said amount. Petitioner did not deposit this amount and same was charged to him as sundry charges in bill dated 23.03.2023. Petitioner did not agree to this amount charged to him and filed a case in the Corporate CGRF, Ludhiana. Petitioner did not agree to this amount charged to him and filed a case in the Corporate CGRF, Ludhiana. Forum observed the consumption data of petitioner supplied by the Respondent, which is tabulated under: -

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2016 | | 2017 | | 2018 | | 2019 | | 2020 | | 2021 | | | 2022 | | | 2023 | | |
| Month | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | | Code | Cons | | Code |
| Jan | 899 | O | 1258 | O | 1664 | O | 1544 | O | 1416 | O | 2211 | O | 2488 | | C | 2282 | | O |
| Feb | 985 | O | 1138 | O | 1621 | O | 1457 | O | 1316 | O | 1966 | O | 1405 | | O | 2132 | | O |
| Mar | 911 | O | 906 | O | 1436 | O | 1293 | O | 1748 | O | 2339 | O | 2063 | | O | 1874 | | O |
| Apr | 951 | O | 1518 | O | 1497 | O | 1689 | O | 3631 | O | 2232 | O | 2377 | | O | 2132 | | O |
| May | 0 | O | 1730 | O | 1513 | O | 1346 | O | 430 | N | 2164 | O | 2211 | | O | 2337 | | O |
| Jun | 2024 | X | 1618 | O | 1430 | O | 2079 | O | 1547 | O | 2222 | O | 1998 | | O | 2284 | | S |
| Jul | 1228 | O | 1150 | O | 1288 | O | 794 | O | 1748 | O | 2455 | O | 2343 | | O |  | |  |
| Aug | 1063 | O | 1524 | O | 1426 | O | 1897 | O | 2067 | O | 2455 |  | 2377 | | O | 2687 | | S |
| Sep | 1581 | O | 1605 | O | 1584 | O | 1708 | O | 2162 | O | 1206 | D | 2156 | | O |  | |  |
| Oct | 1391 | O | 1908 | O | 1336 | O | 1440 | O | 2437 | O | 2368 | D | 1782 | | O |  | |  |
| Nov | 1180 | O | 1660 | O | 1174 | O | 1542 | O | 1719 | O | 1785 | D | 2148 | | O |  | |  |
| Dec | 1224 | O | 1645 | O | 1318 | O | 1201 | O | 1658 | O | 2388 | F | 1877 | | O |  | |  |
| **TOTAL** | **13437** |  | **17660** |  | **17287** |  | **17990** |  | **21449** |  | **25791** |  | **25225** | |  | **15728** | |  |

From the above consumption data, it is observed that the yearly comsumption of the petitioner from 2016 to 2022 is almost consistent. Forum observed that Respondent in his reply admitted that reading of the disputed meter was 101962 in 07/2021 and that billing was correct upto this reading. As per the consumption data supplied by him, annual consumption of the petitioner was 13437, 17660, 17287, 17990 and 21449 KWH for the year 2016, 2017, 2018, 2019 and 2020 respectively. The final reading of the meter was declared 209462 KWH in ME challan no. 5 and ECR no. 46/2570 dated 11.05.2022 of AEE/Enf. cum EA & MMTS, Tarn Taran. This means 107500 KWH have been consumed by the petitioner in a period of approximately 10 months from 07/2021 to 05/2022 i.e., about 10750 units per month or 129000 units per annum which is exceptionally high when compared to the figures of annual consumption of the previous years from 2016 to 2020 or even in 2022 & 2023 after the replacement of the meter. Further new meter was installed on 10.12.2021 at initial reading 5 and its reading dated 28.05.2023, as per the latest bill available in the system, is 36101 KWH. This shows a consumption of 36101 KWH in a period of 534 days from 10.12.2021 to 28.05.2023 that means 2028 KWH per month or 24336 KWH per annum. So, consumption of the order of 129000 KWH per annum charged to the petitioner on the basis of the so-called Final Reading of a defective/Dead stop meter is exceptionally high and is not justified.

It is further observed from the consumption data that reading in March/2016 was recorded as 99841 Kwh and same was 1865 Kwh in June/2016 and round complete was mentioned, whereas actually the reading was 101865Kwh. Similarly, in July/2021 reading was recorded as 99507 Kwh and in Aug/2021 it has been recorded as 101962 Kwh, whereas that should have been read as 201962Kwh. This fact has been admitted by the respondent in his reply reproduced as under:

*“ਉਕਤ ਕੇਸ ਦੇ ਰਿਕਾਰਡ ਦੀ ਘੋਖ ਉਪਰੰਤ ਨਿਮਨਹਸਤਾਖਰ ਦੇ ਧਿਆਨ ਵਿੱਚ ਆਇਆ ਹੈ ਕਿ ਮਹੀਨਾ ਜੂਨ 2016 ਦੌਰਾਨ ਜੋ ਬਿੱਲ ਜਾਰੀ ਕੀਤਾ ਗਿਆ, ਉਸ ਵਿੱਚ ਰੀਡਿੰਗ ਦਾ ਵੇਰਵਾ ਹੇਠ ਲਿਖੇ ਅਨੁਸਾਰ ਹੈ ਜੀ:*

*New Reading Old Reading Consumption Meter Status*

*1865 99841 2024 X Code*

*ਉਪਰੋਕਤ ਵੇਰਵੇ ਤੋਂ ਹੇਠ ਲਿਖਿਆ ਸਿੱਟਾ ਨਿਕਲਦਾ ਹੈ :*

*Consumption = New Reading -Old Reading*

*But according to above data: Consumption = 1865-99841 = l code ਬਣ ਜਾਵੇਗਾ।*

*ਪ੍ਰੰਤੂ X Code ਨੂੰ ਮੱਦੇਨਜਰ ਰੱਖ ਕੇ Consumption = 101865-99841 = 2024*

*ਇਸ ਦਾ ਅਰਥ ਇਹ ਹੈ ਕਿ ਉਕਤ ਸਮੇਂ ਦੌਰਾਨ ਕੋਈ ਰੀਡਿੰਗ ਛੱਡੀ ਨਹੀਂ ਗਈ ਸੀ, ਸਗੋਂ X code ਆਉਣ ਕਰਕੇ 1,00,000 ਰੀਡਿੰਗ ਨੂੰ ਨਾਲ ਲੈ ਕੇ ਹੀ ਬਿੱਲ ਤਿਆਰ ਕੀਤਾ ਗਿਆ ਸੀ ਜੋ ਕਿ ਠੀਕ ਹੈ।*

*ਇੱਥੇ ਇਹ ਵੀ ਜ਼ਿਕਰਯੋਗ ਹੈ ਕਿ ਮਹੀਨਾ ਮਾਰਚ 2020 ਤੋਂ ਬਾਅਦ ਪੀ.ਐਸ.ਪੀ.ਸੀ.ਐਲ. ਦਾ ਬਿੱਲ ਦਾ ਫਾਰਮੈਟ ਬਦਲੀ ਕੀਤਾ ਗਿਆ ਸੀ, ਨਵੇਂ ਫਾਰਮੈਟ ਵਿੱਚ X Code ਦੀ ਜਗ੍ਹਾ 1,00,000 ਰੀਡਿੰਗ ਹੀ ਦਰਸਾਈ ਜਾਣ ਲੱਗ ਪਈ ਸੀ, ਜਿਵੇਂ ਕਿ ਉਕਤ ਖਾਤੇ ਦੇ ਮਹੀਨਾ ਜੁਲਾਈ 2021 ਅਤੇ ਅਗਸਤ 2021 ਦੀ ਰੀਡਿੰਗ ਨੂੰ ਵਿਚਾਰਿਆ ਜਾ ਸਕਦਾ ਹੈ।“*

Therefore, it can be concluded that due to technical error/changed format, the above problem occurred, whereas meter was recording correctly. Hence, this so-called Final Reading of a defective meter as per ME Lab challan no. 5 dated 11.05.2022 and Enforcement ECR no. 46/2570 dated 11.05.2022 is liable to be ignored.

Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, oral discussions made by Petitioner along with material brought on record. Forum is of the opinion that bill cum notices issued to petitioner by SDO/Khalra vide his Memo nos. 377 dated 16.05.2022, 1267 dated 22.11.2022 and 1399 dated 04.01.2023 amounting to Rs. 851208/- (later charged as sundry charges in bill dated 23.03.2023) are not justified and hence liable to be quashed.

Keeping in view the above, Forum came to unanimous conclusion that bill cum notices issued to petitioner by SDO/Khalra vide his Memo nos. 377 dated 16.05.2022, 1267 dated 22.11.2022 and 1399 dated 04.01.2023 amounting to Rs. 851208/- (later charged as sundry charges in bill dated 23.03.2023) be quashed.

1. **DECISION:**

Keeping in view the petition, reply, oral discussion, after hearing both the parties, perusal of the record produced by them & observations of Forum,

Forum decides that: -

1. **Bill cum notices issued to petitioner by SDO/Khalra vide his Memo nos. 377 dated 16.05.2022, 1267 dated 22.11.2022 and 1399 dated 04.01.2023 amounting to Rs. 851208/- (later charged as sundry charges in bill dated 23.03.2023) are quashed.**
2. **As required under Regulation 2.33 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) (2nd Amendment) Regulations, 2021 the compliance of this decision shall be made within 21 days from the date of receipt of this order.**
3. **If the Petitioner is not satisfied with the decision of Corporate CGRF, he is at liberty to file a representation before the Ombudsman appointed / designated by the Punjab State Electricity Regulatory Commission within 30 days from the date of receipt of the order of the Forum, as required under Regulation 2.39 read with Regulation 2.37 of the Punjab State Electricity Regulatory Commission (Forum & Ombudsman) (2nd Amendment) Regulations, 2021.**

**(CA. Baneet Kumar Singla) (Er. Himat Singh Dhillon)**

**Member (Finance) Independent Member**

**(Er. Navdeep Singh Chahal) (Er. Kuldeep Singh)**

**Permanent Invitee Chairperson**

**O/o CE/Commercial, PSPCL**

**Place: Ludhiana**

**Date: 14.09.2023**