**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-106/2023**

**Date of Registration : 21.08.2023**

**Date of Closing : 26.09.2023**

**Date of Final Order : 29.09.2023**

**In the Matter of:**

**M/s Simarjeet Singh, Kehar Singh,**

**Vill Dhada, Jandu Singha,**

**Jalandhar Cantt.**

**A/c No.: 3000607504.**

**Through:**

Sh. Amarjit Singh  **...Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/Op. Cantt Divn.,

PSPCL, Jalandhar. **...Respondent**

1. **BRIEF HISTORY:**

Petition against case No. CF-106/2023 has been filed directly in the Forum by Sh. Amarjit Singh, having LS category connection with the sanctioned load of 160.81 KW/159.79 KVA in the matter related to A/c no. 3000607504. Connection of the Petitioner was checked by Sr. Xen/ Enf. cum EA & MMTS Phagwara and ECR no. 4/323 dated 22.03.2023 was prepared. As per this report, it was found that CTs of capacity 10/5 Amp and meter of capacity (-/5) Amp & 63.5V x 3, were installed there and accordingly multiplying factor (MF) comes out to be 200, whereas, MF as 2 was being applied till then. On the basis of the above checking, Respondent overhauled the account of the Petitioner with MF as 200 instead of 2 and amount of Rs. 1016463/- was charged and notice no. 919 dated 24.03.2023 was issued to the petitioner. Simultaneously, the said amount was charged as sundry charges in his bill issued on dated 05.04.2023. Petitioner did not agree to it and filed a case in the Corporate Forum. Forum heard the case in its proceedings dated 22.08.2023, 29.08.2023, 05.09.2023, 12.09.2023, 19.09.2023 and finally on 26.09.2023, when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 22.08.2023***

*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. Ken/Op. Cantt., Jalandhar Respondent) along with copy of petition.*

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

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 to confirm that the complainant/applicant/petitioner is to competent/authorised person to file/defend the case on behalf of the consumer of the above a/c no.*
4. *Point-wise/Para-wise reply to the petition be submitted in form of hard copy & soft copy through email at* [*secy.cgrfidh@gmail.com*](mailto:secy.cgrfidh@gmail.com)*.*
5. *Respondent shall also ensure the following action:*
6. *He will check/verify the amount of Rs. 1016463/-charged vide notice no, 919 dated 24.03.2023 on account of wrong MF of 2 instead of 200 for the period 09/2019 to 03/2023.*
7. *He will submit legible copy of ECR no. 31/2368 dated 16.10.2018, ECR no. 37/288 dated 02.01.2019, ECR no. 1/320 of 08/2021 and ECR no. 4/323 dated 22.03.2023 along with copies of checking carried out by various authorities previously.*
8. *Submit copies of related documents like SR(s)/Issue Note(s) vide which the meter and CT's had been drawn from ME lab, copies of related pages of ME-1 & ME-2 registers and related lob order vide which the meter and CT's were installed, clearly depicting date of effect thereof.*
9. *Intimate Regulation number of Supply Code, 2014 or any other relevant Rules/Regulations according to which the amount has been charged.*
10. *Ensure that all the documents have been checked/verified & signed by ASE/5r. KEN and he will be responsible for the authenticity of the documents/information submitted to the Forum.*

*The case be put up on 29.08.2023.*

***Proceedings dated: 29.08.2023***

*Respondent requested another date for submission of reply and the same is admitted Petitioner vide email dated 29.08.2023 requested another date and the same is admitted.*

*The case is adjourned to 05.09.2023 for submission of reply.*

***Proceedings dated: 05.09.2023***

*Respondent vide email dated 04.09.2023 submitted that he received initial proceeding dated 22.08.2023 sent vide Memo no. 969 dated 22.08.2023 last week and requested to postpone this hearing as he needs some more time to file the reply. Forum observed: that in last hearing dated 29.08 2023, Sh Anil Kumar/RA appeared before the Forum and requested another date to file reply but did not ask for copy of petition nor he informed the Forum about non-receipt of copy of petition. Forum viewed this contradiction seriously.*

*Final date is being given to Respondent for filing reply.*

*As already two adjournments have been given, no further adjournment shall be granted.*

*The case is adjourned to 12.09.2023 for submission of reply.*

***Proceedings dated: 12.09.2023***

*Respondent submitted reply to the petition which is taken on record. Copy given to Petitioner. Petitioner requested some more time to file rejoinder.*

*Respondent is directed to submit consumption data of previous 5 years depicting date of reading, readings (Import/Export/Net/Check Meter reading), meter status, consumption, period of bill etc. Further Respondent shall submit how the Multiplying factor of 200 was worked out and details of amount charged to Petitioner.*

*The case is adjourned to 19.09.2023 for filing rejoinder.*

***Proceedings dated: 19.09.2023***

*Petitioner submitted five copies of Rejoinder which is taken on record. One copy handed over to respondent.*

*Respondent is directed to submit consumption data of two years prior to the commissioning of SPV plant, details of load extension and date of effecting extension in load and AC inverter capacity of SPV plant on next date of hearing.*

*The case is adjourned to 26.09.2023 for oral discussion.*

***Proceedings dated: 26.09.2023***

*Respondent submitted documents as directed in previous hearing and the same has been taken on record.*

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

*Respondent stated that the reply to the petition/reply to the rejoinder 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. 3000607504, is having LS connection with sanctioned load of 160.81 KW/159.79 KVA, in the name of M/s Simarjeet Singh, under DS, Cantt. Division, PSPCL Jalandhar.
3. The Petitioner in his Petition prayed that: -

*auprokq ivSy dy sbMD iv`c Awp jI nMU iliKAw jWdw hY ik Awp dy mihkmy dI ienPorsmYNt cYikMg Team dy dUAwrw myrw mItr Kwqw nM. 3000607504 imqI 22.03.2023 cYk kIqw igAw qy irport iv`c d`isAw igAw ik ibl AYm.AYP 200 dI QW 2 nwl ho rhI hY[ ies dy Anuswr myry qy 10,16,463/- ru. dI BwrI rkm pw id`qI geI hY Aqy ies nUM jmW krvwaux dw 10 idn dw smW id`qw igAw sI[ ausy dOrwn ibjlI AiDkwrIAW v`loN kunYkSn vI k`t id`qw igAw[*

*myry kwrobwr iv`c 2018 qoN lof vDwieAw igAw sI Aqy mYN lof dy Anuswr solr plWt vI lw ilAw sI qy 16.10.2018 nUM E.D AiDkwrIAW duAwrw mItr dI pVqwl kIqI geI jo ik drUsq pweI geI[ 02.01.2019 nUM ED AiDkwrIAW duAwrw iPr mItr dI pVqwl kIqI geI qy auh vI drUsq pweI geI Aqy A`gy 31.08.2021 nUM ED AiDkwrIAW v`loN iPr pVqwl kIqI geI auh vI drUsq pweI geI[ ijs dI Poto kwpIAW ies AYplIkySn nwl n`QI kIqIAW geIAw hn[*

*myry kunYkSn 2021 q`k AiDkwrIAW v`loN TIk pwieAw igAw sI[ iPr 20.03.2023 nUM ED v`loN cYikMg krn qy auhnW v`loN glq d`isAw igAw Aqy myry qy 2019 qoN 2021 q`k dI BwrI rkm dw boj pw id`qw igAw hY[ ies iv`c myrw koeI ksURr nhIN hY[ jykr ED AiDkwrI jW XUint nM: 3 dy AiDkwrI mYnUM ies bwry jwxkwrI idMdy qW iehnW v`fw boj nhIN pYxw sI[ kronw smyN dOrwn myrw kwrobwr kwPI bury hwlwq iv`c hY Aqy myry kwrobwr dw kunYkSn ktx kwrx myry qy hor idmwgI boj pw ky mYnUM pRySwn kr id`qw hY[*

*ikRpw krky myry kwrobwr dw kunYkSn duAwrw cwlU kIqw jwvy Aqy kIqI geI cYikMg nUM iPr qoN cYk krky drUsq kIqw jwvy[ mYN Awp jI dw bhuq DMnvwdI hovWgw[*

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

*PETITION dw PARA WISE POINT WISE REPLY hyT Anuswr hY jI –*

*Kpqkwr nUM sbMDq kmrSIAl dPqr dy p`qr nMbr – 919 imqI - 24.03.2023 Anuswr rkm 10,16,463/- cwrj kIqI geI hY[ ieh rkm Kpqkwr dy Ahwqy dI cYikMg auprMq cwrj kIqI geI hY[ cYikMg muqwibk Kpqkwr dw MF jo ik swl 09/2019 qoN isstm iv`c MF -2 cl irhw sI, pr Asl iv`c ECR-4/323 muqwbk Kpqkwr dI ibilMg MF-200 nwl hoxI bxdI sI[ Aijhw hox krky cYikMg muqwbk Kpqkwr dw Kwqw 09/2019 qo soiDAw igAw hY Aqy bxdI rkm cwrj kIqI geI hY jo ik Kpqkwr koloN vsUlxXog hY jI[ ESIM dI Dwrw 21.5.1 Anuswr “Where accuracy of meter is not involved and it is a case of application of wrong multiplication factor, the accounts shall be overhauled for the period this mistake continued." (kwpI n`QI)*

*Kpkqwr v`loN Awpxy Letter head qy vI ies dPqr nUM ie`k Undertaking id`qI geI sI ijs iv`c aus vloN ieh rkm ibnHW iksy protest dy jmHW krvwaux leI ikSqw krn Aqy Supply Restore krn leI iliKAw sI[ ijs qoN swbq huMdw hY ik Kpqkwr ies rkm nUM shI vw drusq mMn ky jmHW krvwauxw cwhuMdw sI (kwpI n`QI)[*

*ies qoN ielwvw mwxXog suprIm kort dy iek kys (Hon'ble Supreme Court Decision CA no. 7235/2009, M/s Prem Cottex V/s UTTAR HARYANA BIJLI VITRAN NIGAM LTD) d PYsly iv`c vI glq AYm.AYP. lgx kwrn mihkmy nUM hoey nukswn nUM vsUlx dy Awrfr id`qy gey sn (kwpI n`QI)[ ies PYsly nUM lIgl AYfvwiezr pI.AYs.pI.sI.AYl. pitAwlw v`loN mImo nMbr 12/76 imqI 24.01.2022 rwhI ApxwieAw igAw hY Aqy glq AYm.AYP. dy kys iv`c ies PYsly rwhI kys pI.AYs.pI.sI.AYl. dy h`k iv`c fPYNf krn dI slwh idqI geI hY[*

*cYikMg Anuswr Kpqkwr dw MF jo ik swl 09/2019 qoN isstm iv`c MF-2 cl irhw sI, pr Asl iv`c pr Asl iv`c ECR-4/323 muqwbk Kpqkwr dI ibilMg MF-200 nwl hoxI bxdI sI[ Aijhw hox krky cYikMg muqwbk Kpqkwr dw Kwqw 09/2019 qo soiDAw igAw hY Aqy Kpkqwr nUM rkm-1016463/- sbMDq kmrSIAl dPqr dy p`qr nMbr-919 imqI- 24.03.2023 nwl cwrj kIqI geI hY jI[*

*ECR-31/2368 imqI-16.10.2018, ECR-37/288 imqI-02.01.2019, ECR-1/328 imqI-08/2021, ECR-4/323 imqI-22.03.2023 dI kwpI nwl n`QI hY jI[*

*ME-1, ME-2 dI kwpI nwl n`QI hY jI[*

*Kpqkwr nUM splweI kof dI Dwrw 21.5 (for wrong MF) ADIn rkm cwrj kIqI geI hY jI[*

*All the documents have been checked/verified &signed by ASE and he will be responsible for the authenticity of the document/information submitted to the forum.*

1. Petitioner submitted Rejoinder as under: -

*mYN vyrvy Anuswr Awp jI dy snm`uK AwpxI gl drj krvwauxw cwhuMdw hW[**mYnUM pI.AYs.pI.sI.AYl. dPqr jlMDr v`loN ie`k p`qr nM. 919 imqI 24.03.2023 pRwpq hoieAw ijs iv`c mYnUM ru: 1171752 jmHW krvwaux leI ikhw igAw[ jykr mYN rkm jmHW nhIN krvweI qW myrw kunYkSn k`t id`qw jweygw qy k`t vI id`qw igAw, ies qoN bwAd mYN ibjlI dPqr iv`c sMprk kIqw, mYnUM pqw c`ilAw wrong multiplication factor dy duAwrw rkm dw boJ myry isr qy pwieAw igAw[ ies qoN bwAd mYN ie`k AYplIkySn Awp jI dy Porm dy iv`c drj kIqI[ iPr mYN ibjlI dPqr jlMDr ivKy SDO swhb nwl imilAw qy bynqI kIqI ik myrw kunYkSn dubwrw qoN cwlU kIqw jwvy[ auhnW ny mYNnUM ikhw ik kunYkSn dubwrw cwlU krwaux vwsqy jw pUrI rkm jmHW krwauxI pvygI, jW qusIN ie`k undertaking idE ik mYN pUrI rkm QoVI QoVI krky jmHW krwauNgw, myry kol aus smyN koeI hor rsqw nhIN sI[ iksy vI qrHW krky mYN pMjwh hzwr rupey jmHW krwey qW mYN Awpxw kunYkSn cwlU krvwieAw, smyN isr mYN Awpxw smwn dw Bugqwn kr skW ijs iv`c pihlW hI kunYkSn k`tx kwrn bhuq Gwtw pY cu`kw sI[*

*Dated 08.09.2023 Conference Hall Shakti Sidan Jalandhar ivc kys dI suxvweI hoeI ijs iv`c Porm v`loN svwl kIqw igAw sI ik quhwfy mItr dw ib`l G`t Aw irhw hY qW qusI d`isAw ikauN nhIN ies ivc mYN d`sxw cwhuMdw hW ik jykr 2019 qoN lY ky 2023 q`k Enforcement Department nUM mItr dI cYikMg dy dOrwn mltIplIkySn PYktr dw pqw nhIN c`ilAw, qW mYN Awp jI dy mihkmy dI igxqI imxqI iks qrWH jwx skdw hW[ swfy muqwbk myry kwrKwny qy solr l`gy hox kwrn ib`l G`t Awaux dI vjw TIk lg rhI sI[ hr swl Enforcement Department v`loN myrw mItr cY`k kIqw jw irhw sI qy mYN sMquSt sI ik mYN shI rIifMg qy shI pYsy dy irhw hW[*

*ies Anuswr Awp jI ny ESIM dI Dwrw 21.5.1 Awp jI v`loN lgweI geI hY ieh TIk nhIN hY[ ies iv`c quhwfy mihkmy dI bhuq lwprvwhI hY[ jo ik mYnUM v`fw mu`l cukwaux leI mjbUr kr rhI hY[*

*mYN Awp jI nUM bynqI krdw hW ik myrw kwrobwr lwkfwaUn qoN bwAd bMd ho igAw hY[ Awp jI dy mihkmy ny myry qy jdoN qoN kwrvweI kIqI hY aus qoN bwAd qusI myrI mItr rIifMg cY`k kr skdy ho[ kwrobwr nhIN c`l irhw hY[ mYN Awp jI nUM bynqI krnw cwhuMdw hW ik jo jurmwnw myry qy lgwieAw igAw ausnUM muAwP kIqw jwvy[*

1. Forum have gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, rejoinder by Petitioner, 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 the amount of Rs. 1016463/- charged on account of rectification of wrong Multiplying Factor detected in ECR no. 4/323 dated 22.03.2023 of Sr. Xen/ Enf. cum EA & MMTS Phagwara.
2. Forum observed that the connection of the Petitioner was checked by Sr. Xen/ Enf. cum EA & MMTS Phagwara and ECR no. 4/323 dated 22.03.2023 was prepared. As per this report, it was found that CTs of capacity 10/5 Amp and meter of capacity (-/5) Amp & 63.5V x 3, were installed there and accordingly multiplying factor (MF) comes out to be 200, whereas, MF as 2 was being applied till then. On the basis of the above checking, Respondent overhauled the account of the Petitioner with MF as 200 instead of 2 and amount of Rs. 1016463/- was charged and notice no. 919 dated 24.03.2023 was issued to the petitioner. Simultaneously, the said amount was charged as sundry charges in his bill issued on dated 05.04.2023. Petitioner did not agree to it and filed a case in the Corporate Forum. Forum observed the consumption data supplied by the respondent as under:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2017 | | 2018 | | 2019 | | 2020 | | 2021 | | 2022 | | 2023 | |
| Month | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code | Cons | Code |
| Jan | 8548 | O | 8900 | O | 12666 | O | 72 | O | 90 | O | 68 | O | 48 | O |
| Feb | 9558 | O | 7960 | O | 12624 | O | 18 | O | 88 | O | 36 | O | 22 | O |
| Mar | 8343 | O | 7077 | O | 9614 | O |  |  | 38 | O | -20 | O | -40 | O |
| Apr | 7863 | O | 8851 | O | 7960 | O | 0 | O | -30 | O | -28 | O | -10 | O |
| May | 19164 | O | 8978 | O | 9084 | O | -280 | O | 4  26 | O  O | 12  12 | O  O | -30 | O |
| Jun |  |  |  | O | 13402 | O | 46 | O | 60 | O | 42 | O | -30 | O |
| Jul | 9881 | O | 10789 | O | 12520 | O | 72 | O | 20 | O | 96 | O | -50 | O |
| Aug | 10047 | O | 9950 | O | 9536 | O | 90 | O | 88 | O | 26 | O | -28 | O |
| Sep | 10168 | O | 11769 | O | 10376 | O | 162  66 | O  O | 80 | O | 66  18 | O  O |  |  |
| Oct | 10334 | O | 7964 | O | 10000 | O | 84 | O | 12 | O | 12 | O |  |  |
| Nov | 9287 | O | 4009 | O | 13000 | O | 84 | O |  |  | 20 | O |  |  |
| Dec | 7501 | O | 13638 | O | 21800 | O | 62 | O | -62 | O | 26 | O |  |  |
| **TOTAL** | **110694** |  | **99885** |  | **142582** |  | **476** |  | **414** |  | **386** |  | **-118** |  |

Forum observed that the annual consumption of petitioner from 2017 to 2023 (upto 08/2023) is 110694, 99885, 142582, 476, 414, 386 and (-)118 units respectively. The annual consumption which was more than one lac units during 2017 to 2019 suddenly reduced to just about 400 units during 2020 to 2022 and recorded minus 118 units in 2023 (upto 08/2023). Forum observed that petitioner extended his load from 89.810KW/99.789KVA to 160.81KW/159.79KVA in 11/2018 and then installed solar plant of 125KVA in 09/2019 and as such the above consumption from 2020 to 2023 is only the net consumption. Although this is net consumption only, even then there is a drastic fall in the consumption and that too when load of the petitioner had been increased to almost double of that it was upto 11/2018, must have alarmed both the petitioner as well as the respondent.

During the hearing dated 12.09.2023 Respondent was asked how the Multiplying factor of 200 was derived. In this regard Respondent submitted as under: -

Multiplying Factor = Line Parameters/Meter Parameters

= Line PTR x Line CTR

Meter PTR x Meter CTR

= 11000/110 x 10/5

110/110 x 5/5A

= 200

01

VL = √3 Vph

VL = 63.5 x 1.732

=110v

***not****- jo mItr mihkmw PSPCL vloN KrIdy jWdy hn, aunW mItrW dI PTR (Potential Ratio) 11000/110 huMdI hY[ pRMqU ieh mItr jo bhuq G`t mwqrw iv`c pRweIvyt qOr qy Kpqkwr/vYNfr koloN KrIdy gey sn, aunW dI PTR 110/110 sI[ jo ik hux Practice/vrqoN ivc nhIN hn[*

The above metering equipment, in dispute, was installed vide MCO no. 100009056017 dated 10.09.2019 affected on 21.09.2019, when solar plant was commissioned and consequently, his M.F. became 200 w.e.f. 21.09.2019 in place of 2 already existing but new M.F. of 200 was not effected in the bills, as a result the billing of the petitioner erroneously continued with M.F. as 2 and this mistake came to notice at the time of checking of connection of the petitioner by Sr. Xen/Enf. cum EA&MMTS, Phagwara vide ECR no. 4/323 dated 22.03.2023. Accordingly, account of the petitioner was overhauled from 09/2019 to 03/2023 and amount of Rs. 1016463/- was charged.

Petitioner in his petition pleaded that his connection was checked on 31.08.2021 by enforcement and everything was found correct at that time. He also submitted the copy of the same. Forum observed the connection was checked by ASE/Enf. cum EA&MMTS-3, Jalandhar vide ECR no. 1/328 dated 31.08.2021 and reported as under:

*“DDL GoK ky AglyrI kwrvweI dy idSw inrdyS idqy jwxgy”*

But respondent did not submit any document in this regard. Forum observed that this a serious lapse on the part of a checking agency like enforcement that it could not detect application of wrong MF at that time. CE/Enforcement, PSPCL, Patiala, should look into the matter and issue remedial instructions in this regard particularly ensuring the checking of overall multiplying factor to prevent recurring revenue loss to the PSPCL as in the instant case. On the other hand, o/o respondent also failed in performing his duties such as checking the energy variation and routine checking of the metering equipment of the petitioner. Although respondent had stated that this meter was purchased by the petitioner and there are very few meters which have PT ratio as 110/110V and such meters are not in use now a days. Had the above mistake not been committed by respondent at initial stage of it was detected by enforcement on 31.08.2021, the recurring revenue loss to the PSPCL and undue harassment to the petitioner could have been avoided.

Forum observed that Regulation No. 21.5.1 of Supply Code-2014 deals with the cases of application of wrong Multiplying Factor. The note of Regulation 21.5.1 of Supply Code-2014 dealing with inaccurate meters is reproduced as under:

***21.5.1 Inaccurate Meters***

*…….*

*…….*

***Note: Where accuracy of meter is not involved and it is a case of application of wrong multiplication factor, the accounts shall be overhauled for the period this mistake continued.***

Forum has gone through the written submissions made by the Petitioner in the petition, written reply of the Respondent, rejoinder, oral discussions made by Petitioner & respondent along with material brought on record. Keeping in view the note of Reg. 21.5.1 in Supply Code-2014, Forum is of the opinion that the amount charged to the petitioner as a result of correction of a mistake of wrong MF in billing, is justified.

Keeping in view the above, Forum came to unanimous conclusion that amount of Rs. 1016463/- charged on account rectification of wrong MF vide notice no. 919 dated 24.03.2023 and also simultaneously charged as sundry charges in his bill dated 05.04.2023, is correct and recoverable.

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. **Amount of Rs. 1016463/- charged on account rectification of wrong MF vide notice no. 919 dated 24.03.2023 and also simultaneously charged as sundry charges in his bill dated 05.04.2023, is correct and recoverable.**
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: 29.09.2023.**