**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-126/2023**

**Date of Registration : 22.09.2023**

**Date of Closing : 17.10.2023**

**Date of Final Order : 19.10.2023**

**In the Matter of:**

**Sh. Gulzar Singh, Rakha Singh,**

**Dholran, Ropar.**

**A/c No.: 3006659359.**

**Through:**

Sh. Gulzar Singh  **...Petitioner**

**Versus**

**Punjab State Power Corporation Ltd**

**Through:**

Sr. Xen/DS Division,

PSPCL, Ropar. **...Respondent**

1. **BRIEF HISTORY:**

Petition against case No.: CF-126/2023 has been filed in the Forum as appeal against the decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar, in the matter related to A/c no. 3006659359, in the name of Sh. Gulzar Singh. The Petitioner is having DS connection with the sanctioned load of 4.986 KW under DS Division, PSPCL, Ropar. Petitioner earlier got his load enhanced from 0.440 KW to 4.986 KW on 25.07.2022 which was updated in SAP system on 02.08.2022. Meter of the petitioner got burnt on 14.05.2023. Petitioner was issued bill dated 14.05.2023 for the period from 15.03.2023 to 14.05.2023 on R-code average consumption of 4606 KWH amounting to Rs. 25540/-. Connection of the petitioner was checked vide LCR no. 15/302 dated 18.05.2023 as per which meter was reported burnt to ashes. Meter of the petitioner was changed vide MCO no. 100021458963 dated 18.05.2023 effected on 26.06.2023. Petitioner was then issued another bill dated 26.06.2023 for the period from 14.05.2023 to 25.06.2023 on R-code average consumption of 4023 KWH amounting to Rs. 45830/- (including unpaid arrears amounting Rs. 20941/-). Petitioner did not agree to the bills issued to him on average basis and filed his case in Divisional CGRF, DS Division, Ropar where case was decided on 19.07.2023 that amount charged is correct & recoverable.

Petitioner, not satisfied with the decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar filed an appeal in the Corporate CGRF, Ludhiana. Forum heard the case in its proceedings dated 25.09.2023, 03.10.2023, 10.10.2023 and finally on 17.10.2023, when the case was closed for passing speaking orders.

1. ***PROCEEDINGS:***

***Proceedings dated: 25.09.2023***

*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. Roop Nagar (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 be submitted in form of hard copy & soft copy (in word format) through email at* [*secy.cgrfldh@gmail.com*](mailto:secy.cgrfldh@gmail.com)
   2. *He will check/verify the current energy bill dated 14.05.2023 amounting to Rs. 25540/-for consumption of 4606 units for period 15.03.2023 to 14.05.2023 with Meter status R.*
   3. *He will submit copy of decision of Divisional CGRF along with its case file.*
   4. *He will submit details of load extension along with copy of SJO depicting date of effect.*
   5. *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.*
   6. *He will submit copy of current site checking report and further submit copies of reports of checking carried out by various authorities previously.*
   7. *Submit copies of related Job order clearly depicting date of effect thereof, ME lab reports of meter in dispute alongwith its DDL.*
   8. *Intimate Regulation number of Supply Code, 2014 or any other relevant Rules/Regulations according to which the amount has been charged.*
   9. *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 03.10.2023.*

***Proceedings dated: 03.10.2023***

*Respondent submitted few documents which have been taken on record.*

*Forum observed that respondent did not submit proper reply.*

*ASE/DS must personally appear on next date of hearing and submit complete reply alongwith remaining documents/information as per proceeding dated 25.09.2023.*

*The case is adjourned to 10.10.2023 for filing reply.*

***Proceedings dated: 10.10.2023***

*Petitioner telephonically informed that he cannot appear in today’s hearing due to ill health.*

*Respondent submitted four no. sets of reply to the petition. The same is taken on record. Petitioner will collect copy of reply from office of respondent.*

*Forum observed that as per LCR no. 02/323 dated 02.10.2023 the reading recorded at site is 9975 KWH. Respondent is directed to verify whether the reading entered in said LCR is correct or not and further directed to check the site again and submit fresh checking report on next date of hearing.*

*Further, respondent is directed to clarify/intimate whether the meter of the petitioner was installed inside a 20x1 pillar box or four in one MCB or individual MCB.*

*The case is adjourned to 17.10.2023 for filing rejoinder/oral discussion.*

***Proceedings dated: 17.10.2023***

*Respondent submitted the documents as directed in previous hearing. The same is taken on record. Copy given to the petitioner.*

*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. 3006659359, is having DS connection with sanctioned load of 4.986 KW, in the name of Sh. Gulzar Singh, under DS Division, Ropar.
3. The Petitioner in his Petition prayed that: -

*ਬੇਨਤੀ ਹੈ ਕਿ ਮੈਂ ਗੁਲਜਾਰ ਸਿੰਘ ਪੁੱਤਰ ਰੱਖਾ ਸਿੰਘ ਵਾਸੀ ਪਿੰਡ ਧੋਲਰਾਂ ਤਹਿ: ਸ੍ਰੀ ਚਮਕੌਰ ਸਾਹਿਬ ਜਿਲ੍ਹਾ ਰੂਪਨਗਰ ਦਾ ਰਹਿਣ ਵਾਲਾ ਹਾਂ, ਇਹ ਕਿ ਮੇਰੇ ਨਾਮ ਤੇ ਘਰੇਲੂ ਮੀਟਰ ਖਾਤਾ ਨੰ: 30066-59359 ਲੱਗਾ ਹੋਇਆ ਹੈ, ਇਸ ਮੀਟਰ ਦੇ ਐਵਰੇਜ਼ ਦੇ 2 ਬਿੱਲ ਮਹਿਕਮੇ ਵਲੋਂ 47,140/- ਭੇਜੇ ਗਏ ਹਨ, ਜੋ ਕਿ ਬਹੁਤ ਹੀ ਜਿਆਦਾ ਹਨ:-*

*ਬੇਨਤੀ ਕੀਤੀ ਜਾਂਦੀ ਹੈ ਕਿ ਕੁਲਵਿੰਦਰ ਕੌਰ ਪਤਨੀ ਅਮਰੀਕ ਸਿੰਘ ਵਾਸੀ ਪਿੰਡ ਧੋਲਰਾਂ ਤਹਿ: ਚਮਕੋਰ ਸਾਹਿਬ ਜਿਲ੍ਹਾ ਰੂਪਨਗਰ ਦਾ ਘਰੇਲੂ ਮੀਟਰ ਖਰਾਬ ਸੀ, ਉਹਨਾਂ ਨੇ 1912 ਤੇ ਕੰਪਲੇਟ ਕੀਤੀ, ਤਾਂ ਚਮਕੋਰ ਸਾਹਿਬ ਤੋਂ ਮਹਿਕਮੇ ਦੇ ਮੁਲਾਜਮ ਠੀਕ ਕਰਨ ਗਏ, ਉਸ ਸਮੇਂ ਮੀਂਹ ਪੈ ਰਿਹਾ ਸੀ, ਜਦੋਂ ਉਕਤ ਵਿਆਕਤੀ ਦੀ ਲਾਈਨ ਚਾਲੂ ਕੀਤੀ ਤਾਂ ਮੁਲਾਜਮਾ ਦੀ ਹਾਜਰੀ ਵਿੱਚ ਮੀਟਰਾਂ ਵਾਲੇ ਪੂਰੇ ਬਕਸੇ ਨੂੰ ਅੱਗ ਲੱਗ ਗਈ।ਤਾਂ ਇਸ ਸਬੰਧੀ ਮੁਲਾਜਮਾ ਦਫਤਰ ਚਮਕੋਰ ਸਾਹਿਬ ਵਿਖੇ ਆ ਕਿ ਦੱਸਿਆ, ਤਾਂ ਦਫਤਰ ਵਾਲੇ ਕਹਿਣ ਲੱਗੇ ਕਿ ਸਾਡੇ ਕੋਲ ਇੰਨੇ ਮੀਟਰ ਨਹੀਂ ਹਨ, ਜਦੋਂ ਆ ਜਾਣਗੇ ਲਗਾ ਦੇਵਾਂਗੇ। ਕੋਈ ਵੀ ਮੀਟਰ ਸਾਡੀ ਗਲਤੀ ਦੇ ਨਾਲ ਨਹੀਂ ਸੜਿਆ, ਇਸ ਤੋਂ ਬਾਅਦ ਮਹਿਕਮੇ ਵਲੋਂ ਸਾਨੂੰ 2 ਐਵਰੇਜ਼ ਦੇ ਬਿੱਲ ਬਹੁਤ ਹੀ ਜਿਆਦਾ ਰਕਮ ਦੇ ਪਾ ਦਿੱਤੇ।*

*ਆਪ ਜੀ ਨੂੰ ਬੇਨਤੀ ਹੈ ਕਿ ਮੈਂ ਮਿਹਨਤ ਮਜਦੂਰੀ ਕਰਦਾ ਹਾਂ, ਮਹਿਕਮੇ ਵਲੋਂ ਦਿੱਤਾ ਗਿਆ ਐਵਰੇਜ਼ ਦਾ ਬਿੱਲ ਨਹੀ ਭਰ ਸਕਦਾ, ਮੇਰੇ ਮੀਟਰ ਦੀ ਪੁਰਾਣੀ ਖਪਤ ਵੇਖਦੇ ਹੋਏ ਮੇਰਾ ਬਿੱਲ ਸੋਧ ਕਿ ਲਿਆ ਜਾਵੇ ਜੀ, ਆਪ ਜੀ ਦੀ ਅਤਿ ਮਿਹਰਬਾਨੀ ਹੋਵੇਗੀ।*

1. The Respondent in his reply to petition stated that: -
   * + 1. *ਤਸਦੀਕ ਕੀਤਾ ਜਾਂਦਾ ਹੈ ਕਿ ਡਿਸਪਿਊਟ ਕੇਸ ਸ੍ਰੀ ਗੁਲਜਾਰ ਸਿੰਘ ਪੁੱਤਰ ਸ੍ਰੀ ਰੱਖਾ ਸਿੰਘ ਪਿੰਡ ਧੌਲਰਾਂ ਖਾਤਾ ਨੰਬਰ 3006659359 ਅਤੇ PSPCL ਵਿੱਚ ਕਿਸੇ ਅਦਾਲਤ/ਫੋਰਮ ਅਥਾਰਟੀ ਅੱਗੇ ਕੋਈ ਕੇਸ ਲੰਬਿਤ ਨਹੀਂ ਹੈ।*
       2. *ਡਿਸਪਿਊਟ ਕੇਸ ਸ੍ਰੀ ਗੁਲਜਾਰ ਸਿੰਘ ਪੁੱਤਰ ਸੀ ਰੱਖਾ ਸਿੰਘ ਪਿੰਡ ਧੌਲਰਾਂ ਖਾਤਾ ਨੰਬਰ 3006659359 ਦਾ ਝਗੜੇ ਦਾ ਮਿਤੀ 14.05.2023 ਨੂੰ ਰਕਮ 25540/ ਰੁ: ਦਾ ਬਣਿਆ ਸੀ ਇਸ ਤੋ ਬਾਅਦ ਮਿਤੀ 26.06.2023 ਨੂੰ ਇਕ ਬਾਰ ਫਿਰ R ਕੋਡ (4023 ਐਵਰੇਜ ਖਪਤ) ਦਾ ਬਿੱਲ 24883/ ਰੁ: ਦਾ ਬਣਿਆ ਸੀ ਜਿਸ ਨੂੰ ਖਪਤਕਾਰ ਦੁਆਰਾ ਜਮਾਂ ਨਹੀ ਕਰਾਈਆ ਗਿਆ । ਇਸ ਦੇ ਇਲਾਵਾ 12.07.2023 ਨੂੰ C ਕੋਡ ਦਾ ਬਿੱਲ 1311/- ਰੁਪਏ ਬਣਿਆ ਜਿਸ ਨੂੰ ਖਪਤਕਾਰ ਦੁਆਰਾ 21.07.2023 ਨੂੰ 1320/- ਰੁਪਏ ਦੁਆਰਾ ਜਮਾ ਕਰਾਈਆ ਗਿਆ । ਅੱਜ ਮਿਤੀ 05.10.2023 ਤੱਕ ਕੁੱਲ ਬਕਾਇਆ ਰਕਮ 47470/ ਰੁਪਏ ਹੈ ਜਿਸ ਵਿੱਚ ਝਗੜੇ ਦਾ ਰਕਮ ਵੀ ਸ਼ਾਮਿਲ ਹੈ।*
       3. *ਖਾਤਾ ਗੁਲਜਾਰ ਸਿੰਘ ਪੁੱਤਰ ਰੱਖਾ ਸਿੰਘ ਦੇ ਨਾਂ ਤੇ ਚਲਦਾ ਹੈ। ਖਪਤਕਾਰ ਨੇ ਖੁਦ CORPORATE CONSUMERS GRIVANCES REDRESSAL FORM ਵਿੱਚ ਸ਼ਿਕਾਇਤ ਕੀਤੀ ਹੈ।*
       4. *a. ਮੇਲ ਕਰ ਦਿੱਤੀ ਗਈ ਹੈ।*

*b. ਤਸਦੀਕ ਕੀਤਾ ਜਾਂਦਾ ਹੈ ਕਿ 15.03.2023 ਤੋ 14.05.2023 ਨੂੰ 60 ਦਿਨ ਦਾ R CODE ਦੇ 4606 ਯੂਨਿਟ ਦਾ ਐਵਰੇਜ ਦਾ ਬਿੱਲ 25540 ਰੁਪਏ ਬਣਿਆ ਹੈ।*

*c. ਫੈਸਲੇ ਦੀ ਕਾਪੀ ਨਾਲ ਨੱਥੀ ਹੈ।*

*d. ਖਪਤਕਾਰ ਦਾ ਪਹਿਲਾ ਮੰਨਜੂਰਸੂਦਾ ਲੋਡ 0.440 ਕਿਲੋਵਾਟ ਸੀ ਫਿਰ ਖਪਤਕਾਰ ਵੱਲੋ 25.07.2022 ਨੂੰ 4.986 ਕਿਲੋਵਾਟ ਕਰਵਾ ਲਿਆ ਗਿਆ। ਜਿਸੇ SAP System ਵਿੱਚ ਮਿਤੀ 02.08.2022 ਨੂੰ ਲਾਗੂ ਕੀਤਾ ਗਿਆ।*

*e. ਖਪਤਡਾਟਾ ਨਾਲ ਨੱਥੀ ਹੈ।*

*f. ਐਲ.ਸੀ.ਆਰ. ਨੰਬਰ 15/302 ਮਿਤੀ 18.05.2023 ਨੂੰ ਅਹਾਤੇ ਦੀ ਚੈਕਿੰਗ ਕੀਤੀ ਗਈ। ਜਿਸ ਵਿੱਚ ਖਪਤਕਾਰ ਦਾ ਚਲਦਾ ਲੋਡ 4.015 ਕਿਲੋਵਾਟ ਪਾਇਆ ਗਿਆ ਜਦੋਂ ਕਿ ਖਪਤਕਾਰ ਦਾ ਮੰਨਜੂਰਸੁਦਾ ਲੋਡ 4.986 ਕਿਲੋਵਾਟ ਹੈ। ਇਸ ਦੇ ਇਲਾਵਾ ਐਲ.ਸੀ.ਆਰ. ਨੰਬਰ 02/323 ਮਿਤੀ 02.10.2023 ਨੂੰ ਅਹਾਤੇ ਦੀ ਚੈਕਿੰਗ ਕੀਤੀ ਗਈ ਜਿਸ ਵਿੱਚ ਖਪਤਕਾਰ ਦਾ ਚਲਦਾ ਲੋਡ 4.055 ਕਿਲੋਵਾਟ ਪਾਇਆ ਗਿਆ ਜਦੋਂ ਕਿ ਖਪਤਕਾਰ ਦਾ ਮੰਨਜੂਰਸੁਦਾ ਲੋਡ 4.986 ਕਿਲੋਵਾਟ ਹੈ। ਐਲ.ਸੀ.ਆਰ ਦੀ ਕਾਪੀ ਨਾਲ ਨੱਥੀ ਹੈ।*

*g. ਖਪਤਕਾਰ ਦਾ ਮਿਤੀ 18.05.2023 ਨੂੰ SAP ਵਿਚ MCO ਜਾਰੀ ਕੀਤਾ ਗਿਆ ਅਤੇ ਮਿਤੀ 26.06.2023 SAP ਵਿਚ Je Sunil kumar ਦੁਆਰਾ ਬਦਲੀ ਕਰ ਦਿੱਤਾ ਗਿਆ। ਮੀਟਰ ਬਕਸੇ ਨੂੰ ਅੱਗ ਲੱਗਣ ਕਾਰਣ ਮੀਟਰ ਸੜ ਕੇ ਸੁਆਹ ਹੋਣ ਕਾਰਣ ਪੁਰਾਣਾ ਮੀਟਰ ਵਾਪਿਸ ਨਹੀਂ ਆਇਆ। ਇਸ ਕਰਕੇ ਮੀਟਰ ਦਾ DDL ਕਰਾਉਣਾ ਸੰਭਵ ਨਹੀ ਹੋ ਸਕਿਆ।*

*h. ਨਾਲ ਨੱਥੀ ਹੈ।*

*i. ਸਾਰੇ ਦਸਤਾਵੇਜ Sr. XEN ਵੱਲੋਂ ਤਸਦੀਕ ਕੀਤੇ ਗਏ।*

*ਇਹ ਆਪ ਜੀ ਦੇ ਸੂਚਨਾ ਅਤੇ ਅਗਲੇਰੀ ਕਾਰਵਾਈ ਹਿੱਤ ਹੈ ਜੀ।*

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 decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar as per which bill dated 14.05.2023 amounting to Rs. 25540/- and bill dated 26.06.2023 amounting to Rs. 45830/-, issued to petitioner on R-code average basis, were held correct and recoverable.
2. Forum observed that Petitioner earlier got his load enhanced from 0.440 KW to 4.986 KW on 25.07.2022 which was updated in SAP system on 02.08.2022. Meter of the petitioner got burnt on 14.05.2023. Petitioner was issued bill dated 14.05.2023 for the period from 15.03.2023 to 14.05.2023 on R-code average consumption of 4606 KWH amounting to Rs. 25540/-. Connection of the petitioner was checked vide LCR no. 15/302 dated 18.05.2023 as per which meter was reported burnt to ashes. Meter of the petitioner was changed vide MCO no. 100021458963 dated 18.05.2023 effected on 26.06.2023. Petitioner was then issued another bill dated 26.06.2023 for the period from 14.05.2023 to 25.06.2023 on R-code average consumption of 4023 KWH amounting to Rs. 45830/- (including unpaid arrears amounting Rs. 20941/-). Petitioner did not agree to the bills issued to him on average basis and filed his case in Divisional CGRF, DS Division, Ropar where case was decided on 19.07.2023 as under: -

“***ਖਪਤਕਾਰ ਨੂੰ ਚਾਰਜ ਕੀਤੀ ਗਈ ਰਕਮ ਵਸੂਲਣ ਯੋਗ ਹੈ।***”

Petitioner, not satisfied with the decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar filed an appeal in the Corporate CGRF, Ludhiana. Forum observed the consumption data of petitioner supplied by the Respondent, which is tabulated under: -

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 2019 | | 2020 | | 2021 | | 2022 | | 2023 | |
| Month | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code | Cons. | Code |
| Jan | 146 | O | 454 | O | 410 | O | 164 | O | 484 | O |
| Mar | 344 | O | 357 | N | 462 | O | 393 | O | 631 | O |
| May | 447 | O | 872 | O | 671 | O | 541 | O | 4606 | R |
| June |  |  |  |  |  |  |  |  | 4023 | R |
| July | 488 | O | 483 | O | 390 | O | 135 | O | 235 | C |
| Sept | 446 | O | 377 | O | 447 | O | 533 | O | 573 | O |
| Nov | 550 | O | 431 | O | 455 | O | 410 | O |  |  |
| **TOTAL** | **2421** |  | **2617** |  | **2835** |  | **2176** |  | **10552** |  |

As per the data, the annual consumption of the Petitioner from 2019 to 2023 (up to September) is 2421, 2617, 2835, 2176 and 10552 units respectively including exponentially high average consumption of 4606 & 4023 KWH. Average Consumption as high as 4606 & 4023 KWH charged to petitioner in bills dated 14.05.2023 and 26.06.2023 has never been recorded in any bi-monthly bill before and after the change of meter.

Forum observed that bill dated 14.05.2023 was issued to the petitioner for the period from 15.03.2023 to 14.05.2023 on R-code and an amount of Rs. 25540/- was charged to him against a consumption of 4606 KWH. Further next bill dated 26.06.2023 was again issued on R-code and an amount of Rs. 45830/- was charged to him against a consumption of 4023 KWH. Average for this period has been calculated taking into account the extension of load done by petitioner in 07/2022. However, Forum observed that after increase in load from 0.440 KW to 4.986 KW his consumption has not increased in direct proportion to the increase in his load, whereas, the average consumption charged to the petitioner during the disputed period seems to have been charged enhancing the previous consumption in proportion to the enhancement in load. Meter of the petitioner was changed on 26.06.2023 at Initial Reading 1 KWH and its reading on 11.10.2023 was 1080.6 KWHH. So, he has consumed 1080 KWH in a period of 107 days that means 303 KWH per month and that too in a period, most part of which is a peak consumption period. Therefore, charging of average in direct proportion to enhancement n load during the disputed period does not seem to be justified. Meter of the petitioner was found burnt. The relevant regulation of Supply Code 2014 dealing with dead stop, burnt, defective meters is as under:

*Regulation 21.5.2 of Supply Code 2014 dealing with Defective (other than inaccurate)/Dead Stop/Burnt/Stolen Meters is as under: -*

*“The accounts of a consumer shall be overhauled/billed for the period meter remained defective/dead stop and in case of burnt/stolen meter for the period of direct supply subject to maximum period of six months as per procedure given below:*

*a) On the basis of energy consumption of corresponding period of previous year.*

*b) In case the consumption of corresponding period of the previous year as referred in para (a) above is not available, the average monthly consumption of previous six (6) months during which the meter was functional, shall be adopted for overhauling of accounts.*

*c) If neither the consumption of corresponding period of previous year (para-a) nor for the last six months (para-b) is available then average of the consumption for the period the meter worked correctly during the last 6 months shall be taken for overhauling the account of the consumer.*

*d) Where the consumption for the previous months/period as referred in para (a) to para (c) is not available, the consumer shall be tentatively billed on the basis of consumption assessed as per para-4 of Annexure-8 and subsequently adjusted on the basis of actual consumption recorded in the corresponding period of the succeeding year.*

*e) The energy consumption determined as per para (a) to (d) above shall be adjusted for the change of load/demand, if any, during the period of overhauling of accounts”.*

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. Keeping in view the above, Forum is of the opinion that the decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar is not justified and is liable to set-aside. All the bills issued to the petitioner for the period from 15.03.2023 to 26.06.2023 i.e., date of change of meter are required to be quashed. His account for this period is required to be overhauled as per Reg. 21.5.2(d) without taking cognizance of Reg. 21.5.2(e) of Supply Code-2014.

Keeping in view the above, Forum came to unanimous conclusion that the decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar be set-aside. All the bills issued to the petitioner for the period from 15.03.2023 to 26.06.2023 i.e., date of change of meter be quashed. Account of the petitioner for this period be overhauled as per Reg. 21.5.2(d) without taking cognizance of Reg. 21.5.2(e) of Supply Code-2014.

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. **The decision dated 19.07.2023 of Divisional CGRF, DS Division, Ropar is set-aside. All the bills issued to the petitioner for the period from 15.03.2023 to 26.06.2023 i.e., date of change of meter are quashed. Account of the petitioner for this period be overhauled as per Reg. 21.5.2(d) without taking cognizance of Reg. 21.5.2(e)** **of Supply Code-2014.**
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: 19.10.2023**