

**PUNJAB STATE ELECTRICITY REGULATORY COMMISSION**  
**SITE NO. 3, BLOCK B, SECTOR 18-A MADHYA MARG, CHANDIGARH**

**Petition No. 31 of 2024**  
**Date of Hearing: 24.07.2024**  
**Date of Order: 12.08.2024**

Petition against the impugned Report bearing No. C-3078 prepared by Respondent No. 03 and 04 (Annexure P/7) which has further been approved by the Respondent No.02 bearing wrong, illegal, arbitrary, unjust and malafide be set aside and a direction is liable to be issued to Respondent No. 1 for initiating disciplinary as well as criminal proceedings/action against the delinquent employees/officers who are guilty of preparing forged and fabricated electricity LCR No. 18 dated 15.01.2023 against the actual reading of the meter and for wrongly and illegally disconnecting the electricity connection which has been accepted to be incorrect reading by the Circle Disputes Settlement Committee in short CDSC and directed them to issue fresh bill as per actual reading and further the Respondent No. 01 ordered to restore the CMD connection immediately with a further direction to the respondents to grant compensation of Rs. 55,00,000/- for causing undue harassment, mental agony and financial loss of business to the Petitioner alongwith interest @ 18% P.A from the due date i.e. 29.06.2021 till its realization

And

In the matter of: Ms. Urmila Matkan alias Urmila aged 69 Years wife of Sh. Devi Chand, R/o House No. 184/1, Suraj Nagar, Street No. 07, Shimlapuri, Ludhiana- 141003.

.....Petitioner

Versus

1. Punjab State Power Corporation Limited, Head office, Mall Road, Patiala, Punjab through its Chairman-cum-Managing Director.
2. Ravinder Singh Saini Chief Engineer, Technical Audit (Electricity), Patiala now posted as Director Commercial, Patiala.
3. Rajesh Kumar Jindal Superintending Engineer, Technical Audit (Electricity), Patiala now posted as Dy.CE/Tech to Director Commercial, Patiala.
4. Deepinder Singh Grewal Xen. TA Ludhiana now posted as Xen. Tech. Suburban, Ferozpur Road, Ludhiana.
5. Surjeet Singh Xen, Punjab State Power Corporation Limited, Division office, Janta Nagar, Ludhiana- 141003 now posted as S.E. East Circle, Ludhiana.

.....Respondents

Commission: Sh. Viswajeet Khanna, Chairperson  
Sh. Paramjeet Singh, Member

Petitioner: Sh. Devi Chand Khatri

## **ORDER**

The petitioner has filed the present petition submitting that she had an SP Industrial electricity connection with sanctioned load of 7.9 kW. Further, the PSPCL officials prepared an LCR No.18 on 15.01.2003 mentioning the meter reading as 37190 units whereas the correct reading was 5244 units. On 17.01.2003, the petitioner served a legal notice upon the field officers of PSPCL but no response was received. In the legal notice, the petitioner requested them to check the meter reading but PSPCL issued a wrong bill of Rs.1,14,558/- on the basis of the aforementioned LCR No.18. Thereafter, the petitioner approached the Court of Civil Judge, Junior Division, Ludhiana by way of filing Civil Suit No.14 dated 23.01.2003 for staying the operation of above mentioned LCR No.18 and to appoint a local commission for checking the consumption of 37190 units. However, PSPCL officials hurriedly disconnected her connection on 24.01.2003 even before the due date as the due date to deposit the bill was 27.01.2003 and after that there was a grace period of 15 days for deposit of the bill amount along with penalty.

In the petition and the submissions made by the representative of the petitioner before the Commission on 24.07.2024, it was further brought out that the above mentioned civil suit was dismissed by the court vide order dated 14.03.2014. Thereafter, the petitioner filed an appeal in the court of the Additional District Judge, Ludhiana which was also dismissed vide order dated 21.03.2015. Later, on an application by the petitioner in 2018-19, the case was considered by the Circle Dispute Settlement Committee. On 29.01.2020, the Circle Dispute Settlement Committee ordered to prepare the revised bill based upon reading of 5244 units. Accordingly, PSPCL issued the revised bill for Rs.10,800/- on 14.10.2020. The supply of electricity was started in June, 2021.

The petitioner submitted an application to the CMD, PSPCL for taking action against the PSPCL officials for illegally and arbitrarily disconnecting her electricity

connection. But vide report no.C-3078 prepared by the PSPCL Technical Audit wing, PSPCL officials have not been held guilty. Thereafter, the petitioner submitted one more application dated 17.11.2023 to the CMD, PSPCL with the request to take appropriate legal action against the PSPCL officials who prepared the above report no. C-3078 and to compensate her for the financial loss suffered by her. A copy of the application was also forwarded to the Commission as well as Hon'ble Chief Minister Punjab. The Commission vide its letter No.2098 dated 23.11.2023 forwarded the same to Chief Engineer/ ARR & TR, PSPCL for his remarks. However, the Chief Engineer/ARR & TR, PSPCL did not respond despite repeated visits of the petitioner. The CMD, PSPCL has failed to take any action thereon despite the lapse of a period of six months from the date of receipt of application which has duly been received by his office in Diary No.2948 dated 17.11.2023.

The petitioner has prayed for setting aside the above mentioned report bearing no.C-3078 and for directing CMD, PSPCL to initiate disciplinary as well as criminal proceedings against the delinquent employees/officers who prepared LCR No.18 dated 15.01.2003 and report bearing no.C-3078 with a further direction to grant compensation of Rs.55 lakh along with interest to the Petitioner for causing undue harassment, mental agony and financial loss of business.

On a perusal of the submissions of the petitioner, it is apparent that the electricity connection of the premises of the petitioner was disconnected and the relief sought is in relation thereto. The remedy for redressal of such disputes is provided under Section 42 (5) of the Electricity Act, 2003 which prescribes that distribution licensee shall, within six months from the appointed date or date of grant of licence, whichever is earlier, establish a forum for redressal of grievances of the consumers in accordance with the guidelines as may be specified by the Commission. Further, Section 42(6) of the Act prescribes that any consumer, who is aggrieved by non-redressal of her grievances under Sub-Section(5) may make a representation for the redressal of her grievance to an authority to be known as Ombudsman to be appointed or designated by the State Commission. Accordingly, PSERC (Forum and Ombudsman) Regulations, 2016 and amendments thereto have been notified from time to time. Regulation 2.8 and 2.9 of the

aforementioned regulations specify that the Forum shall have the jurisdiction to entertain the non-monetary and monetary complaints of the consumer.

In view of the above facts, the jurisdiction of the Commission to entertain the present petition is not attracted. The petition does not merit to be admitted and is accordingly dismissed. However, the M&F/Complaint Cell of the Commission is directed to dispose of the complaint of the petitioner without any delay.

Sd/-  
**(Paramjeet Singh)**  
Member

Sd/-  
**(Viswajeet Khanna)**  
Chairperson

Chandigarh  
Dated: 12.08.2024

