

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**OF SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED**  
**TIRUPATI**

**This the 30<sup>th</sup> day of March 2013**

**C.G.No:329/2012-13/Ongole Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***(Vacant)***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

Sri.K.SivaPrasad  
M.N.V.PalemVillage & Post.  
Chinnaganjam Mandal,  
Prakasam-Dist- 522006.

Complainant

***And***

1. Assistant Accounts Officer/ERO/Vetapalem
2. Assistant Engineer/Operation/Chinnaganjam
3. Assistant Divisional Engineer/Operation/Vetapalem
4. Divisional Engineer/M&P/Ongole
5. Divisional Engineer/Operation/Chirala
6. Superintending Engineer/Operation/Ongole

Respondents

\* \* \*

Sri.K.SivaPrasad resident of M.N.V.Palem Village & Post. Chinnaganjam Mandal, Prakasam-Dist- 522006. herein called the complainant, in his complaint dt:05-02-2012 filed in the Forum on dt:05-02-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is an industrial consumer with SCNo: 602 at M.N.V.Palem of Chinnaganjam section in Prakasam-Dist.
2. He had received a letter from the ADE/Opn/Vetapalem on 18-01-2013 where in a Back Billing was informed.

3. He made a representation with DE/Opn/Chirala on 28-01-2013 to consider his request to withdraw the back billing since he is not aware the wires and connections given to the meter and he is not at fault.
4. Requested to consider his case and render justice.

**The respondent-1 i.e. the Junior Accounts Officer/ERO/Vetapalem in his written submission dt:27-02-2013 received in this office on dt:05-03-2013 stated that:**

1. The service was inspected by AE/CT-Meters-II/Ongole on 04-12-2012.
2. At the time of testing it has been found that the R&Y phase potential wires of meter binded to the service cable were inter changed in the CT chamber and hence meter recorded less energy. The problem has been rectified at the readings of 201403KWH & 204641 KVAH.
3. The MRI data has been collected from the meter for further analysis. It has been found that the particulars R&Y wires interchanged in the CT chamber.

KWH reading rectified at	----	201403
KVAH reading rectified at	----	204641
Recorded units	----	KWH-201403, KVAH – 325707
% error	----	37.127%
Actual units to be billed	----	KWH-320553, KVAH-325707
Un billed units	----	KWH-119150, KVAH-121065
Total shortfall units	----	121065 units

4. Hence, Back billing case is booked based on that the consumer has to be paid an amount of Rs.5,51,407/-.

**Findings of the Forum:**

1. The grievance of the complainant is that he received a notice for an amount of Rs.5,51,407/- from the ADE/Opn wherein it was mentioned

that the said amount is towards back billing on account of interchange of R&Y potential wires in the CT chamber which matter is not in his knowledge and requested for render justice.

2. The respondent- 1 i.e. the JAO/Sub-ERO/Vetapalem reported that
  - i. the said back billing was included in the bill based on the report of the concerned section officer that the service was inspected by AE/CT.Meters-II/Ongole on 04-12-2012 and at the time of testing it has been noticed that the potential wires of R&Y phases while connecting to the power cables to the meter were interchanged in the CT chamber resulting in less energy recorded. The % error with the said connections was 37.127 negative.
  - ii. The shortfall units arrived because of the said error were 121065 units and the amount of assessment was Rs.5,51,407/-/-.
  - iii. The problem has been rectified at the reading of 201403 KWH and 204641 KVAH.
3. As could be seen from the account copy of the service, the service was first released under LT-III for a contracted load of 49HP on 07-05-2011 and the defect was noticed on 04-12-2012 i.e. after a period of about 18 months.
4. But however in accordance with the GTCS clause 7.5.1.5.4, the bill for the period of defectiveness of the meter has to be adjusted as per the test results.
5. The respondents levied the back billing amount for the entire period of 18 months i.e. right from the release of the service as per the error

arrived at the time of testing and the total amount of assessment Rs.551407/- was included in the CC.bill all of a sudden.

6. Though the calculation, the levy and the inclusion of the amounts in the bill are acceptable, but in view of the consumer it is much difficult for payment such a huge amount all at a time which is an un-fore seen expenditure on the consumer and hence the respondents shall have to allow the consumer to pay the amount in easy installments without interest since he is not at fault, but the licensee shall own the responsibility.
7. The officer at the time of release of new service or at the times of meter replacement or rectification of wiring in the meter in case of any fault developed due to burning or bad contact shall before sealing the meter compartment or the CT compartment shall ensure proper connections of potential and current wires in order to avoid such occurrences in future.
8. The consent meters wing officials are responsible for the postponement of the revenue of the department resulting in loss of interest.

In view of the above, the Forum passed the following order.

### **ORDER**

The respondents are directed that

1. They shall allow the consumer to pay the amount of back billing Rs.5,51,407/- in easy installments to the affordability of the consumers at free of interest and also shall withdraw any surcharge levied upon the said amount.
2. The respondents in future shall ensure proper connections between the meter and the CT chamber before sealing.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 30<sup>th</sup> day of March 2013.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.