

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

**This the 23<sup>rd</sup> day of March 2013**

**C.G.No:340/2012-13/Vijayawada Circle**

***Present***

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

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

***Between***

Sri. CH.Babu Rao  
C/o Bharatha Communist Party  
Vijayawada Nagar Committee  
Sundaraya Bhavan., Yamalavari Veedhi,  
Governer peta, Vijayawada,  
Krishna-Dist

Complainant

***And***

1. Chief General Manager/Finance/SPDCL/Tirupati  
2. Chief General Manager/Operation/SPDCL/Tirupati

Respondents

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Sri. CH.Babu Rao, C/o Bharatha Communist Party resident of Vijayawada Nagar Committee, Sundaraya Bhavan., Yamalavari Veedhi, Governer peta, Vijayawada, Krishna-Dist herein called the complainant, in his complaint dt:13-02-2013 filed in the Forum on dt:13-02-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. The proposals for increase in electricity tariff for the financial year 2013-14 shall be withdrawn The existing telescopic billing method shall be continued and shall not introduce non telescopic method.
2. The surcharges arrears being levied from 2008 shall be cancelled. There shall be reasonability for the surcharges to be levied in future. The surcharges shall be decided based on the slabs and categories, the

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surcharge on the power supply to the farmers shall be born by the Government.

3. The minimum charges shall be cancelled and the billing shall be based on actual consumption only.
4. The customer charges shall not be treated as an income source, but shall be Rs.10/- only as was earlier.
5. The penalty being collected for the delayed payments beyond the due date shall be reduced and shall be levied @ 5 paisa for Rs.100 per day.
6. The reconnection charges shall be at 2.5% of the bill amount and the reconnection fees shall not be collected without physically disconnecting the service.
7. The service charge amounts that are being collected along with CC.Charges by the E-Seva and Me- Seva centers shall be cancelled and the electricity department only shall bear such expenses. Bill collection centers shall be established at all the sub stations.
8. The % quota of power fixed to the discoms shall be restructured based on the demand and the quota of APSPDCL shall be increased from the existing 18%.
9. Power cuts shall be prevented and the power cuts timings shall be decided at Vijayawada also as is being done at Hyderabad and Vizag and there shall not be any power cut in the days of festivals.
10. Compensation shall be paid in the events of damage to the house hold appliances due to high voltage.
11. Service connections shall be given to those who are not having documents and the reach 100% electrification.
12. The loads at the time of releasing new services shall

be reasonably decided and the rule of insisting for a minimum load of 1000, 2000 watts in cities shall be ruled out.

13. The method of collecting deposits in the name of additional loads shall be changed. The loads shall be arrived purely based on the appliances, but not the sockets.
14. The defective bills shall be rectified as and when represented, but shall not insist for the total payment before the bill revision.
15. The meter reading dates shall not be altered.
16. The meters shall be read every month without fail.
17. Removal of meters of the poor in the events of delay in bill payments shall be stopped.
18. Meter defects shall be rectified as and when represented.
19. The CC.bill size is to be increased and the contents shall be legible and easily understandable and in order.
20. Complainants shall be attended to immediately duly increasing the staff and see that the citizen charter is implemented.
21. Small vendors having consumption below 200 units shall be treated under domestic category and those who do such small business in the house also shall be billed under domestic category.
22. Small and medium scale industries shall be given an uninterrupted supply to maintain the lively hood of workman and also the penalties levied unnecessarily shall be withdrawn.
23. The consumers meet at the level of each substation shall be organized every month without fail and advance information given to the consumers.
24. Additional transformers shall be provided where ever necessary and the transformers shall be repaired in time.

25. The poles existing in the house premises and also obstructing the house entries shall be shifted suitably and the poles lying idle without wires shall be removed from the places.
26. Damaged poles shall be removed within time.
27. The areas of high and low voltages shall be identified and rectified.
28. New poles shall be erected where ever necessary.
29. All substations shall be provided with necessary spares in the reach.
30. Lines crossing over the houses shall be shifted and actions shall be taken for protecting the houses.
31. The delay in providing of street lights by the municipalities shall be avoided.
32. Separate services shall be given to different portions of a house at the request of the house owner.
33. The subsidy shall be provided to the consumers having 500 watts connected load also.
34. The CC.Charges for street lights and water supply shall not be increased in the interest of the public.
35. CC.Charges shall not be increased for Dobhi ghats, Artisan and Small scale industries.
36. CC.Charges shall not be increased for places of worship, aided educational institutions, Charitable trust and libraries.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondents-1 i.e. the Chief General Manager/Finance/SPDCL/ Tirupati in his written submission dt:13-03-2013, received in this office on 16-03-2013 stated that:**

1. This point is pertaining to policy matter to be

received by Honourable APERC.

2. This point is pertaining to policy matter to be received by Honourable APERC.
3. Minimum charges are being collected as per the orders issued by the honourable APERC from time to time.
4. Customer charges are being collected as per the Tariff order issued by the honourable APERC.
5. Surcharge is being collected due date of bill payment date as per the Tariff order issued by the honourable APERC
6. Reconnection charges are collected as per the tariff order issued by the honourable APERC.
7. The Government of AP has issued G.O.Rt.No:31, dt:22-02-2012 duly fixing transaction charges/service charges/user charges for collection of electricity bill payment through authorized centers (both rural and urban) of Electronically Deliverable Services (EDS). Hence DISCOM is followed the guidelines issued by the Govt. of AP.
14. Billing grievance of consumers are being attended promptly duly revising the bills where ever required. Complainant did not specify the cases.
15. All the maximum possible efforts are being taken to stick on to the schedule dates of readings every month.
16. Every month meter readings are being taken promptly.
17. This matter is pertaining to terms and conditions of supply and Discom shall have to act according to enactment.
19. All the maximum possible efforts were already taken. It is the maximum size of the bill, beyond this size spot billing machine cannot operate.

Alignment is also rectified.

20. All the consumer grievances are being attended promptly citizen charter is also being followed.
21. This is the policy matter. Bills are being issued for all Non domestic/commercial category consumers as per tariff order issued by honourable APERC.
32. Separate service connections are being issued for each portion, if separate kitchen is available.
33. Bills are being issued as per tariff order by honourable APERC.
34. Bills are being issued as per tariff order by honourable APERC.
35. Bills are being issued as per tariff order by honourable APERC.
36. Bills are being issued as per tariff order by honourable APERC.

**Findings of the Forum:**

1. Most of the grievance mentioned by the complainant are being decided by the honourable APERC for every financial year after hearing the public objections.
2. The transaction charges at E-Seva and Me-Seva centers are being collected as per the government order dt:22-02-2012 which is being followed by the DISCOMS.
3. The complainant made a mention of the items in general, but not of specific.
4. The respondents reported that the readings are taken on the schedule dates of the every month as far as possible and readings are taken every month promptly.
5. Regarding the bill size the respondents reported that the existing bill is of maximum size and the spot billing machines cannot generate bills over the existing size. The alignment is also rectified.

6. The respondents reported that all the consumer grievances are attended properly and the citizen charter is also being followed. Since the complainant did not mention any specific case it cannot be adjudged whether the contentions of the respondents are true.
7. As such the complainant may have to approach the honourable APERC in the matter of tariff.

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

**ORDER**

The complainant is advised that he may advise the consumer to approach the local officials and report their grievance in writing under dated acknowledgment of the concerned officials and if not satisfied with their services and in case any deviation is noticed with respect to the Citizen Charter may represent the matter to the Forum duly allowing reasonable time as per the Guaranteed Standards of Performance.

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 23<sup>rd</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

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Ombudsman, APERC, 5<sup>th</sup> floor,

*C.G.No: 340 / 2012-13 / Vijayawada Circle*

Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.



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