

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

This is the 19th day of March 2013

C.G.No:359/2012-13/Vijayawada Circle

Present

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

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

Between

Sri. M.R.N.L.Narayana
C/o Satyanarayana
Rice & Oil Mill.,
Agiripalli Village, Post & Mandal
Krishna-Dist-521211

Complainant

And

1. Assistant Accounts Officer/ERO/Nuziveedu
2. Assistant Engineer/Operation/Agiripalli
3. Assistant Divisional Engineer/Operation/Rurals/Nuziveedu
4. Assistant Engineer/CT.Meters/Gunadala
5. Divisional Engineer/Operation/Nuziveedu

Respondents

Sri. M.R.N.L.Narayana, C/o Satyanarayana resident of Rice & Oil Mill., Agiripalli Village, Post & Mandal., Krishna-Dist-521211 herein called the complainant, in his complaint dt:02-03-2013 filed in the Forum on dt:02-03-2013 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: 167 at Agiripalli distribution and section and supply is being utilized for Rice Mill with title Sri Satyanarayana Rice and Oil mill.
2. He received a notice from the ADE/Opn/Rurals/Nuziveedu for the

above service on 12-02-2013 as back billing for an amount of Rs.17,260/- with a due date of 15 days.

3. The meter of his service above is being read by the AE/Opn/Agiripalli every month and the bills are being issued and he is paying the bill amounts accordingly.
4. The bill for his service above and the units were high for the months of 10, 11 and 12, but it is not known to him how the back billing is issued.
5. Requested to verify and render justice.

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

The respondents-1, 2, 3 and 5 i.e. the Assistant Accounts Officer/ ERO/ Nuziveedu, the Assistant Engineer/Operation/Agiripalli, the Assistant Divisional Engineer/Operation/Rurals/Nuziveedu and the Divisional Engineer/Operation/Nuziveedu their combined written submission dt:12-03-2013, received in this office on 13-03-2013 stated that:

1. The ADE/Opn/Rurals/Nuzivid, served provisional assessment notice to ScNo:167, category-III, Agiripalli to pay a sum of Rs.17,260/- towards back billing amount and the ADE/Opn/Sub-Division/Rural/Nuziveed allowed the consumer, to make appropriate representation 15 days time from the date of receipt of P.A. notice.
2. As such, based on the P.A notice served by the Assistant Divisional Engineer/Operation/Sub-Division/Rurals/Nuziveedu the sum of Rs.17,260/- included in the CC.bill towards back billing amount.
3. The relevant documental evidences of the case are submitted for reference.

Findings of the Forum:

1. The grievance of the complainant is that his industrial service reading was taken by the AE every month, bills issued and he was paying accordingly, but he received a back billing notice from the ADE/Opn/Nuziveedu for an amount of Rs.17,260/- which is not correct and requested to render justice.
2. The respondents in the matter replied that the said notice was issued in accordance with the inspection report of the ADE/CT.Meters/Gunadala wherein he mentioned his findings as the meter of the said service was running with a negative error of 30.88% which is beyond the permissible limits and as per the MRI data B-Phase current was zero from 12-11-2012 and hence the back billing was given for the period from 12-11-2012 to 09-01-2013 the date on which the defective meter was replaced.
3. The contention of the respondents that the energy recorded by the meter during the period of the said defect was only with corresponding to the R&Y phases and hence the missing consumption corresponding to the B-phase is arrived based on the error detected and the total shortfall units was arrived at 3381 units and the amount of shortfall is Rs.17,260/- which is quite in order in accordance with the General Terms and Conditions of Supply and the tariff order in force.
4. As such the request of the complainant questioning the back billing has got no valid reason and hence not considered.
5. The consumer is liable to pay the said amount without any further delay to avoid disconnection.

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

ORDER

The complainant is advised that he shall pay the amount of back billing Rs.17,260/- within the stipulated period to avoid the consequential adverse effects that may impose by the respondents

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 19th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

Filename: Order.359
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 359
Template: C:\Documents and Settings\Administrator\Application
Data\Microsoft\Templates\Normal.dot
Title: BEFORE THE FORUM FOR REDRESSAL OF
CONSUMER GRIEVANCES OF SOUTHERN POWER DISTRIBUTION
COMPANY OF A
Subject:
Author: apspdcl
Keywords:
Comments:
Creation Date: 04/09/11 11:50:00 AM
Change Number: 7,974
Last Saved On: 19/03/13 5:21:00 PM
Last Saved By: CGRF
Total Editing Time: 3,800 Minutes
Last Printed On: 27/11/13 11:58:00 AM
As of Last Complete Printing
Number of Pages: 4
Number of Words: 779 (approx.)
Number of Characters: 4,446 (approx.)