

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

This the 28th day of July 2012

C.G.No:67/2012-13/Ongole Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy

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

Between

Sri Sankara Setty Nageswara Rao
C/o Rangaiah
Swarna Village, Post & Mandal
Prakasam-Dist

Complainant

And

1. Assistant Engineer/Operation/Karemchedu
2. Assistant Divisional Engineer/Operation/Parchoor
3. Divisional Engineer/Operation/Chirala

Respondents

Sri Sankara Setty Nageswara Rao, C/o Rangaiah resident of Swarna Village, Post & Mandal, Prakasam-Dist herein called the complainant, in his complaint dt:18-5-2012 filed in the Forum on dt:18-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is consumer with SCNo: 143 at Swarna Village of Karemchedu Mandal in Prakasam-Dist.
2. The power supply for their above service is given for only 10 hrs out of 16 hrs, but bills are raised for 9/16.
3. Requested for justice.

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

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The respondent-1 i.e. the Assistant Engineer/Operation/Karemchedu in his written submission dt:26-5-2012 received in this office on dt:20-7-2012 stated that:

1. Supply is given for 16 hrs from 22:00 Hrs to 14:00 Hrs every day.
2. During day times due to emergency load reliefs supply could not be given continuously for 16 hrs and is arranged in 2 to 3 spells and in some days it may not be possible due to severe load reliefs.
3. At present the billing is being done as per the recorded consumption in the meter.
4. Now in the new tariff it was instructed to bill the energy charges for 9 hrs supply only 9/16 units only.
5. The same was informed to the consumer.

Findings of the Forum:

1. The grievance of the complainant is about billing of his agl service treating that the supply is for 16 hrs a day though not supplied for more than 10 hrs.
2. The respondents reported that the supply on the feeder of the consumer is extended for 16 hrs every day from 22:00 Hrs to 14:00 Hrs of the next day, but due to emergency load reliefs the supply may not be continuous for 16 hrs, but is given in 2 to 3 spells and in some days it may not be possible due to severe load reliefs, and at present billing of the service is done as per the recorded consumption in the meter.

3. The respondents also reported that in the present tariff order the energy charges shall be for 9 hrs only out of 16 hrs and the same was informed to the consumer.
4. The tariff order for the year 2012-13 clause 213.7, item-6 page 189 says that *if the supply is made beyond 7 hrs for a day such additional energy shall be billed at HT-IV (A) Government lift irrigation schemes tariff i.e. Rs 3.25 ps per KVAH.*
5. It was also reported by the respondents that the billing for the service is being done as per recorded consumption in the meter which indicates that the consumption is gauged.
6. Since the service is having metering provisions, in this case also the respondents are supposed to bill the service for the supply given over and above 7 hrs in a day and in similar manner for all the days of the month duly obtaining the data through MRI.
7. As such the contention of the respondents that the service is billed for 9 hrs though not given supply beyond 7 hrs is not accepted.

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

ORDER

The respondents are directed to bill the service of the complainant at the @ Rs 3.25ps per unit for the supply extended beyond 7 hrs per day for the month for the services having load survey facility and there is no such provision, the meters shall be replaced immediately with MRI compatible.

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 this the 28th day of July 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

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.