

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

**On this the 21<sup>st</sup> day of September 2013**

**In C.G.No: 117/ 2013-14/Tirupati Circle**

***Present***

***Sri K. Paul***  
***Sri A. Venugopal***  
***Sri T. Rajeswara Rao***  
***Sri A. Satish Kumar***

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

***Between***

Sri. K.Vijaya  
C/o K. Lal Bhadur  
DNo:10-190, Chandragiri  
Bharathi Nagar Post,  
Chandragiri  
Chittoor-Dist-517101

Complainant

***And***

1. Assistant Accounts Officer/ERO/Chandragiri  
2. Assistant Engineer/Operation/Chandragiri  
3. Assistant Divisional Engineer/Operation/Chandragiri

Respondents

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Sri. K.Vijaya, C/o K. Lal Bhadur resident of DNo:10-190, Chandragiri, Bharathi Nagar Post, Chandragiri, Chittoor-Dist-517101 herein called the complainant, in his complaint dt:22-07-2013 filed in the Forum on dt:22-07-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. She is a tenant in the house belongs to Saira Bhanu at DNo:10-42 Bharath Nagar, Chandragiri of Chittoor-Dist and the house is provided with electrical service connection number 5424100005347.

2. She leads her life on daily wage basis and for the service above the bills are issued on high side in the past two months, the AE, Chandragiri upon approach in the matter replied that the high side billing is due to replacement of the meter and based on the previous consumption.
3. Requested to resolve the problem as the bill amounts are beyond her paying capacity.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Chandragiri, in his written submissions dt: 31-07-2013, received in this office on dt: 03-08-2013 stated that:**

1. The complainant, Sri K.Vijaya has complained in her notice that excess demand billed in respect of the service No:5424100005347 Chandragiri distribution, under category LT-I and requested to revise the bill.
2. On verification of office records, it is noticed that as per instructions of DE/M&P/Tirupati, back billing was done for suppressed consumption of 2800 units as per meter change slip in respect of service No:5424100005347 and demand was raised for Rs.14288/- vide Rjno:27/4-2013.
3. The Divisional Engineer /Rural/Tirupati requested to revise the above units as accumulated consumption for the period 05/2009 to 04/2012.
4. Accordingly the bill was revised for Rs.5397/- and also withdrawn of Rs.8891/- vide Rjno:19/7-2013 and the same was also intimated to the consumer.

5. In turn, the consumer has given satisfaction letter stating that he is ready to pay the amount of Rs.5397/-.
6. In view of the above, it is to submit that the consumer grievance may be treated as resolved amicably.

### **Findings of the Forum**

1. The grievance of the complainant is that she received CC.bills on high side for the months of 4 and 5 /2013 and it is beyond her paying capacity in view of her meager earnings on daily basis. Requested to revise the bills suspecting the reason of meter replacement.
2. The responent-1 i.e. the AAO/ERO/Chandragiri in his reply stated that the service was back billed based on the instructions of the DE/M&P/Tirupati for the suppressed consumption of 2800 units as per meter change slip in respect of the service and the corresponding demand was Rs.14,288/- and added through RJNo:27/4-2013.
3. Upon the instructions of the DE/Rural/Tirupati treating that the consumption is accumulated over a period from 05/2009 to 04/2012 the bills were revised and an amount of Rs.8,891/- was withdrawn through RJNo:19/7-2013 leaving a balance of Rs.5397/- payable by the complainant and was intimated to the consumer.
4. The matter is appeared in the daily news paper dt:12-06-2013 and the complainant approached the Forum on 19-07-2013. The respondents should have taken action on the news item immediately, but was not done so.

5. In accordance with the Guaranteed Standards of Performance revision of bill shall be done within 7 working days with additional information required.
6. Here in this case the complaint was made on 19-07-2013 and the notices dt:22-07-2013 the respondents revised the bills in the same month date not mentioned and hence it is not possible to adjudge the exact delay in revision of bill and the compensation payable there upon
7. The consumer duly satisfying herself by the actions above of the respondents agreed to pay the remaining amount after the said adjustment and rendered a letter to that effect.
8. As could be seen from the account copy of the service the contracted load is 1KW and the meter was replaced in the month of 05/2012 billing month while it was struck up in the month of 04/2012. After replacement of the meter the average consumption of the consumer per month was about 74 units.
9. The meter reader billed the service taking consumption at his own accord ignoring the realistic caused accumulation of consumption on much high side of 2800 units at the time of replacement of the meter which action is punishable in accordance with the section 138 of Electricity Act 2003.
10. Had the bills were issued from time to time as per the actual consumption recorded by the meter, the said problem could not have cropped up. The respondents shall take suitable steps to curb recurrence of similar cases in future by taking periodical random check readings of the services as per the norms compare with the

billed consumption to create attention in the meter readers not to inclined to willful unlawful methods of billing causing loss to the distribution licensee by postponing/loosing the revenue and also dragging the consumer in to difficulties.

11. The contention of the complainant that the bills are beyond her paying capacity is acceptable in view of her financial conditions and paying the said balance amount of Rs.5,394/- after the bill revision all at once is also beyond her paying capacity and hence the respondents since they are at fault shall allow the complainant to pay in easy installments paid parallel to the regular C.C.bills.

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

#### **ORDER**

The respondents are directed that they shall

1. take suitable steps to curb recurrence of similar cases in future by taking periodical random check readings of the services as per the norms, compare with the billed consumption raise the demand if any shortfall is noticed to create attention in the meter readers not to inclined to willful unlawful methods of billing causing loss to the distribution licensee by postponing/loosing the revenue and also dragging the consumer in to difficulties.
2. take appropriate action against such erring meter readers in accordance with the provisions of section 138 of Electricity Act 2003.

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 this, the 21<sup>st</sup> day of September 2013.

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