

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

On this the 25th day of June 2014

In C.G.No: 246/ 2013-14/Vijayawada 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 M.Krupa Ratnam
S/o M.Yohan
DNo:35-2-27,
Zilla Ramula Street,
Giripuram Village,
Mogalrajpuram Post,
Vijayawada city
Krishna-Dist-520010

Complainant

And

1. Assistant Accounts Officer/ERO/Town-1/Vijayawada
2. Assistant Engineer/Operation/Mogalrajpuram
3. Assistant Divisional Engineer/C&O/Vijayawada
4. Senior Accounts Officer/Operation/Vijayawada

Respondents

Sri M.Krupa Ratnam, S/o M.Yohan, resident of DNo:35-2-27, Zilla Ramula Street, Giripuram Village, Mogalrajpuram Post, Vijayawada city, Krishna-Dist-520010 herein called the complainant, in his complaint dt:29-03-2014 filed in the Forum on dt:2-03-2014 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 resident of Giripuram village, Vijayawada residing there for the past 80 years right from the regime of their ancestors. They are all belongs to schedule caste and leading life on daily wages doing coolly.
2. They are paying the CC.bills regularly as per their usage, but in the recent the readings were taken wrongly by the department stating that the earlier readings were erroneous and corrected and issued bills in huge amounts.
3. The services for which the bills above were not paid were disconnected. Though they are not at fault the bills are issued on high side and put them to torture.
4. The department is not accepting the payments installments but demanding all at once.
5. Requested to order the electricity officials to accept the payments installments and render justice.

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

The respondents- 1, 2 and 3 i.e. the Assistant Accounts Officer/ERO/ Town-1/Vijayawada, the Assistant Engineer/Operation/Mogalrajpuram and the Assistant Divisional Engineer/C&O/Vijayawada in his written submission dt: 23-04-2014, received in the Forum on dt: 28-04-2014 stated that:

1. The SC.No.6424208041811 was released on 08-02-1982 standing in the name of M.Annama. During February 2013, it was noticed through news paper, in Giripuram area the CC.bills were issued for high amounts. According the AAO/ERO/T-1/VJA was taken check readings by deputing the ERO staff and found that 111 services readings were accumulated. The SC.No.6424208041811 is one among the 111 services. Since 09/11 to 03/13 the CC.bills for the aid service was revised as per the AE/ADE's

report by averaging the consumption, the demand was reduced Rs.6961/- and consumer has to pay 16381/-.

2. Further it is to submit that the consumption of subsequent CC.bills are arrived heavily. On the request of consumer the meter was got tested and resulted obtained. The meter is recording energy within permissible limits and certified by AE/LT.meters/APSPDCL/Gunadala that the meter is OK.
3. The consumer was paid the CC.bill amount as follows.

05/2013 – 3650
08/2013 – 5000
11/2013 – 10000
03/2014 – 7000
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25650/-
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4. During 02/14 the service was disconnected.
5. On receipt of the notice from the Honourable CGRF the AAE/O/M.R.Puram is physically inspected the said consumer premises and submitted his inspection report. Though that it is noticed the service contract load is 840 watts where as connected load is nearly 4000 watts. In this connection a copy of meter test results accounts copy and a copy of inspection report is herewith submitted for your ready reference please.
6. Further it is to submit that the consumer also accepted to pay the amount. A copy of his willingness is also submitted.

Findings of the Forum:

1. The grievance of the complainant is that he is one among the several domestic consumers in Giripuram village of Vijayawada city and used to pay the CC.Charges regularly as per the bills, but suddenly received bills on high side with huge amounts on account of improper reading of their meters.

The department though they are not at fault are insisting upon to pay the huge bills amounts all at a time and disconnecting the services not paid the charges and even not allowed to pay in installments. Requested the Forum to order the respondents to accept the amounts in installments and render justice.

2. The respondents 1,2 and 3 in their reply stated that the complainants service number 6424208041811 was released on 08-02-1982 in the name of M.Annamma. During February 2013 in a news item it appeared that the CC.bills are issued on high side in Giripuram area based on which the check readings were taken by the ERO staff and found that there was accumulated consumption in as many as 111 services and the said service is one among such. The bills from 09/2011 to 03/2013 were revised and an amount of Rs.6,961/- was reduced from the account of the complainants service and finally he had to pay Rs.16,381/-. At the request of the consumer the meter of the service was also tested and the results were within the permissible limits as reported by the MRT wing. The service was disconnected during 02/2014. More over the consumer was utilizing a load of about 4 KW against the contracted load of 840Watts. With all these the complainant accepted to pay the amount and gave a letter to that effect and paid Rs.7000/- later.
3. As could be seen from the records available, it is understood that the consumer is having all appliances including one split AC a total load of 4000 watts which is contra to his statement that he is a daily cooli. The monthly consumption. In accordance with the General Terms and Conditions of Supply Annexure-XII (ii) applicable in the case of energy assessment under LT-I category the monthly consumption comes around 444 units per month. Moreover since the meter was tested and found OK there is no doubt about

the performance of the meter, and hence the reading appeared in the meter shall be correct. The other point of consideration is reading the meter and billing the exact reading.

4. As could be seen from the billing extract the consumption was of the order of about 150 units and never crossed 200 units before 03/2013 during which month the accumulated consumption was billed all at once. The meter was changed in 12/2013. However the respondents treating that it is a case of accumulated consumption, took action and apportioned the consumption over a period from 09/2011 to 03/2013 and revised the bills reduced the amount considerably.
5. However since the complainant duly accepting to pay the bill amounts had rendered a letter to that effect and hence the grievance is resolved.
6. However it is felt by the Forum that the respondents shall be more cautious and vigilant on the meter readers by taking check readings at random besides initiating criminal proceedings in accordance with section 138 of the Electricity Act 2003 against such erring personnel to safe guard the revenue of the department.

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

ORDER

The respondents are directed that they

1. shall be more cautious and vigilant on the meter readers by taking check readings at random besides initiating criminal proceedings in accordance with section 138 of the Electricity Act 2003 against such erring personnel to safe guard the revenue of the department.

The complainant is also advised that he shall compare the billed reading with that in the meter and report the departmental officials if any deviation is noticed at any time so that the huge accumulation of consumption as well as the bill will not reoccur.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25th day of June 2014.

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