

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

On this the 24th day of July 2015

In C.G.No:237/ 2014-15/Anantapur Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao

Chairperson
Member (Accounts)
Member (Legal)

Between

Smt L.Sarada
C/o Vivekananda
Puttaparthi
Puttaparthi-Post Office
Puttaparthi
Anantapur –Dist
515134

Complainant

AND

1.Assistant Accounts Officer/Puttaparthi
2..Assistant Engineer/Puttaparthi Urban
3. Assistant Divisional Engineer/Puttaparthi
4.Divisional Engineer/Kadiri

Respondents

Smt L.Sarada C/o Vivekananda is a resident of Puttaparthi ,Puttaparthi – Post Office ,Anantapur –Dist , here in called the complainant, In her complaint dt:13.03.2015 filed in the Forum on dt: 13.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that:

1. She a resident of Puttaparthi ,Puttaparthi – Post Office ,Anantapur –Dist.

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2. She is a consumer with Service No.:10386 and she is paying bills every month regularly.
3. But in the month of July 2014 she received the bill of Rs 380109.00,she made request to the ADE/O/PTP in the same month.
4. So kindly do Justice.

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

The respondent-2 and 3 i.e. the Assistant Engineer / Operation / Urban/Puttaparthi and Assistant Divisional Engineer / Operation /Puttaparthi in their combined submission dt:26.06.2015, received in this office on dt:1.07.2015 stated that:

1. The action taken report filed vide C.G.No.237 by the consumer Smt.L.Sarada in Urban –Puttaparthi on 13.03.2015 at Puttaparthi Sub-Division Office, to withdrawal of back billing amount.
2. In this connection, the above said HSC No 74314050010386, the 3 Phase meter is sent to test bench on 09.07.2014 and the meter is tested by MRT wing and found that lb: for KWH(-) 0.42 and lb for KVARH:(-)0.25 Creep test at 110% of basic voltage:PASS i.e., Meter having no creeping , and instructed to revise the bill duly considering the FR:59167 instead of FR:16740 Hence the consumption is back billed and the same is intimated to the consumer.
3. Hence, the amount raised due to the back billing and the bill is not revised . Further it is informed that if the consumer wants to pay in installments he is directed to approach to SAO/Anantapuramu.
4. Hence , the complaints may please be dropped from the “Forum for Redressal Consumer Grievance “ of APSPDCL , Tirupati against filed by the consumer and between all the respondents.

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The respondent-1 i.e. the Assistant Accounts officer/ERO/Puttapparthi in his submission dt:31.03.2015, received in this office on dt:7.07.2015 stated that:

1. As per the the instructions of Hon'ble Chairperson /CGRF/APSPDCL/Tirupati the abnormal bill of Rs 380110.00 for units 41327 in July-2014 is re-spanned for 23 months and arrived the withdrawal amount a Rs 18807.00(Rupees Eighteen Thousand Eight Hundred and seven only) and submitted for approval of Senior Accounts Officer, Operation, Anantapur through proper channel vide letter dated 13.03.2015
2. The approval for withdrawal of Rs 18807.00 in respect of SC.No:7431405010386 is yet to be received from Senior Accounts Officer/Operation/Anantapur.The amount will be withdrawn after obtaining approval from the SAO/O/Anantapur.

The Senior Accounts officer/APSPDCL/Anantapur in his submission dt:20.04.2015, received in this office on dt:13.07.2015 stated that:

1. The proposals submitted by the AAO/ERO/Puttapparthi has been approved vide letter dated 20.04.2015 above for revision of bill (Withdrawal) pertaining to the SC No.74310405010386, Cat II ,Puttapparthi section is hereby accorded for withdrawal of an amount of Rs 18807/- (Rs Eighteen thousand eight hundred seven only).

Findings of the Forum:

1. During the Vidyuth Adalath conducted at Puttapparthi on 13.03.2015, Smt L.Sarada of Puttapparthi has lodged a complaint before the Forum requesting to do justice. She has stated that she has been paying the bills regularly as per the readings. But during July 2014 a huge bill for Rs 3,80,109/- has been issued for 41.327 units .She has also requested the ADE/O/Puttapparthi to revise the bill.

2. The Respondent No 2 in his submission dated 26.06.2015 received in this office on 01.07.2015 has stated that the meter under question has been sent for test on 09.07.2014 and the meter is tested by MRT wing and the test revealed that the meter is healthy one.
3. The Respondent No 1 in his submission has stated that the abnormal consumption of 41.327 units in July 2014 has been revised duly spreading the consumption for 23 months and withdrawn an amount of Rs 18807/- vide JE No 22/06.2015 as per the approved accorded by SAO/APSPDCL/Anantapur.
4. As could be seen from the consumption pattern from 8/2014 i.e after replacement of the meter, it is evident that the average consumption for one month is 2800 units approximately .The Consumption from 4/2013 to 2/2014 seems to be abnormally low and the readings recorded during 3/2014 to 5/2014 also seems to be a fabricated one. It is presumed that the meter reader might have suppressed the readings.
5. The action of Respondent No.1 revising the July 2014 bill spreading the consumption for 23 months seems to be very reasonable in the light of the average consumption after August 2014.

ORDER

Since the grievance of the complainant has been resolved by the Respondents duly revising the bill under dispute by withdrawing an amount of Rs 18807/- , the case is disposed off accordingly with a direction to the Respondents to sanction at least 5 monthly installments to the complainant so as to enable him to pay the balance huge amount of Rs 3,10,000/- approximately outstanding against his service.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the day of 24th July 2015.

Sd/-
Member(Legal)

Sd/-
Member(Accounts)

Sd/-
Chairperson

True Copy

Chairperson

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.