

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

On this the 31st day of March ,2015

In C.G.No:150/ 2014-15/Kadapa Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri. C.Ramachandra Raju
Kodur Town
Kodur Post,
Railway Kodur mandal,
Kadapa-Dist-516101

Complainant

And

1. Junior Accounts Officer/Sub-ERO/Kodur
2. Assistant Engineer/Operation/Town/Kodur
3. Assistant Divisional Engineer/Operation/Kodur
4. Divisional Engineer/Operation/Rajampeta

Respondents

Sri. C.Ramachandra Raju is a resident of Kodur Town, Kodur Post, Railway Kodur mandal,Kadapa-Dist-516101 herein called the complainant, in his complaint dt:19-09-2014 filed in the Forum on dt:19-09-2014 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 a resident of Kodur Town ,Kodur Post ,Railway Kodur mandal,Kadapa – Dist .
2. He is domestic consumer with Sc.No: 8790 and he is paying payments regularly.

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3. When Meter is burnt he paid an amount of Rs 50000/- and in the month of June 2014 bill was paid of an amount of Rs 26085/-
4. He had only small business so kindly reduce the bills which are coming more.

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

The respondent-2 i.e. the Assistant Engineer/Operation/Town/Kodur in his written submission dt:23-09-2014, received in this office on dt:26-09-2014 stated that:

1. The consumer of SCNo:8740 category-II, CL:9KW of Kodur Town has received demand during 06/2014 for an amount of Rs.21300/- in addition to the regular demand Rs.4791/- which is due to the audit shortfall imposed vide PRA/IA/Slip No:11/4-2014. The shortfall amount arises on fixed charges due to difference in contracted maximum demand and recorded maximum demand which is actually assessed wrongly by oversight.
2. On 23-09-2014 the representation of the consumer along with the reference one was communicated, soon after getting revision the same will be reported.

Findings of the Forum:

1. Sri C.Ramachandra Raju having Sc.no:8790 of Kodur in his complaint to the Forum on 19.09.2014 has stated that an amount of Rs 21300/- has been added to his bill during 6/2014 and requested to delate the short fall amount.
2. The Respondent No 1 i.e., the AE/O/Town/Kodur in his submission to the Forum has stated that the shortfall amount was due to difference charges levied on the actual recorded maximum demand and connected load of the service and enclosed Audit slip no :11/4.2014.

3. As could be seen from the Audit slip it is evident that the Internal Auditors have failed in understanding the tariffs and GTCS in force from time to time and caused hardship to the consumers besides keeping licensee in unnecessary litigations. The RMD Shown in the Audit slip as 92KVA during May 2013, 82 KVA during June 2013, 92 KVA in October 2013 and 82KVA during December 2013 clearly reveals that the audit slip is a defective one.
4. The Respondent No 1 has miserably failed in defending the auditors stand duly obtaining technical support from the Respondents 2,3 and 4 and simply included the impugned bill as shortfall.

ORDER

The Respondents are directed to withdraw the impugned audit shortfall immediately and compliance reported within 14 days from the date of receipt of this order. Further the GM/IA is also directed to cause necessary instructions & guidelines to all the Internal Auditors not to levy any shortfall beyond the Tariff Order or GTCS in force.

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 31st day of March 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.