

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

**On this the 22<sup>nd</sup> day of June 2015**

**In C.G.No:223/ 2014-15/Kadapa Circle**

***Present***

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

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri K.Veerawamy  
D.No:8/404 upstairs  
Swayansevak Road  
Proddatur – Post Office  
Kadapa-Dist  
516360

Complainant

***And***

1.Assistant Accounts Officer/Proddatur  
2. Assistant Engineer/Proddatur  
3.Assistant Divisional Engineer/Proddatur West

Respondents

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Sri K.Veerawamy is a resident of D.No:8/404 Upstairs ,Swayam sevak Road,Proddatur –Post Office ,Kadapa –Dist herein called the complainant, in his complaint dt:05.03.2015 filed in the Forum on dt:05.03.2015 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. He is a resident of D.No:8/404 Upstairs , Swayam sevak Road,Proddatur –Post Office ,Kadapa –Dist.
2. He is domestic consumer with Sc.no:17110 since from several years.Till now he received bill for only 150 units per month.

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3. But in 10/14 he received bill for 2899 units and in 8/14 the meter is changed and new meter is fixed ,the reading noted as 6566 as final reading but the reading is 3850 only.
4. There is another house with Sc.No 53964 and the bill is attached to that service no. and he received a bill with an amount of Rs 23,398/-
5. On 28.09.2014 he has given a letter to the A.E for revision of the bills by consulting A.E.
6. In the next month the bill was reduced to Rs 12,449/- and the bills are receiving for Rs 300/- to Rs 400/- per month.
7. Further he has stated that he has received a bill for the amount of Rs 10,949/-. He was contacted the A.E on 1.12.2014 for revision of bills but A.E not responded.
8. He had only 1 TV, 2 Lights, and 1 fan the A.E inspected and certified that the load was 586 w. It is not possible to receive the 2899 units.
9. So kindly do Justice.

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

**The respondent-3 i.e. the Assistant Divisional Engineer/Operation/APSPDCL/Proddatur in his written submission dt:16.03.2015, received in this office on dt:20.03.2015 stated that:**

1. The non – IRDA meter of Sc.no :17110 west section ,Proddatur was changed on 4.09.2014 with IRDA port meter. The final reading of old meter was written on meter box as “6566” by the meter changed person .The bill was issued by the spot billing Machine operator, based on the final reading noted on the energy meter box and accordingly demand notice for Rs 23,398/- against the consumption of 2899 units were billed for the month of 10/14.
2. The consumer has approached the section office and given a letter for revision of bill accordingly Lr.No.AAE/OW/PDR/F/F.SBE/D.NO.819/14,dt.18.10.2014 was sent to

Assistant Accounts officer/ERO /Proddatur for revision of bill .Again the consumer has approached the section office and informed that the final reading of the meter is wrongly furnished as “6566” and requested to verify the same and to revise the bill.As per the request of the consumer the Assistant Engineer/West/Proddatur visited the MRT Lab,Kadapa on 12.03.2015 and verified the meter change slip and observed that the final reading as “3778” against 6566.

3. As per meter change slip of the Sc.No.17110,final reading found as 3778 and Lr.No.AAE/O/W/PDR/F/D.No.237/15,dt 12.03.20158 was addressed to the Assistant Accounts Officer/ERO/Proddatur to revise the bill duly considering the final reading as 3778 instead of “6568”.

**The respondent-2 i.e. the Additional Assistant Engineer/West Section /APSPDCL/ Proddatur in his written submission dt:13.03.2015, received in this office on dt:28.03.2015 stated that:**

1. The non – IRDA meter of Sc.no :17110 west section ,Proddatur was changed on 4.09.2014 with IRDA port meter.The final reading of old meter was written on meter box as “6566” by the meter changed person .The bill was issued by the spot billing Machine operator, based on the final reading noted on the energy meter box and accordingly demand notice for Rs 23,398/- against the consumption of 2899 units were billed for the month of 10/14.
2. The consumer has approached the section office and given a letter for revision of bill accordingly Lr.No.AAE/OW/PDR/F/F.SBE/D.NO.819/14,dt.18.10.2014 was sent to Assistant Accounts officer/ERO /Proddatur for revision of bill .Again the consumer has approached the section office and informed that the final reading of the meter is wrongly furnished as “6566” and requested to verify the same and to revise the bill.As per the request of the consumer the Assistant Engineer/West/Proddatur visited the MRT Lab,Kadapa on 12.03.2015 and verified the meter change slip and observed that the final reading as “3778” against 6566.The Zerox copy of meter change slip is herewith submitted for verification.
3. As per meter change slip the SC No.17110,Final reading found as 3778 and address to Assistant Accounts Officer/ERO/Proddatur for revision accordingly vide LR.No.AAE/O/W/PDR/F/D.No.237/15,DT.12.3.2015.

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Proddatur in his written submission dt:13.03.2015, received in this office on dt:28.03.2015 stated that:**

1. The Assistant Engineer/Operation/west has informed vide Lr.No.AAE/O/W/PDR/F/SBE/D.No.819/14 Date;18.10.2014 that the meter was changed on 04.09.2014 with IRDA port in place of Non – IRDA meter and submitted old meter removed particulars duly enclosed meter change slip. it is recommended to revise the bill from 01/2011 to 09/2014 by apportioning the accumulated consumption of 2899 units recorded in 09/2014 for Rs.23398/- (Assistant Engineer letter along with change slip enclosed) based on the consumer representation. The consumer has also accepted that the meter was changed and signed in the meter change slip.
2. Based on the recommendations of the Assistant Engineer, the bill for the month of 09/2014 was revised and withdrawn for an amount of Rs 12449/- vide RJ.No.53/10-2014.The accumulated consumption was apportioned for 24 months as calculated below.

Opening Reading in 11/2012	1937
Closing Reading in 09/2014	6566
Difference	4629
Add:New Meter recorded units in 09/2014	56
Total Units	4685
4685/24 Months =195 units per/Month	

3. The consumer has to pay the balance amount of Rs.10949.00(Bill amount Rs 23398.00- withdrawn amount Rs 12449.00) as per the field report (Account copy enclosed).

**Further The respondent-1 i.e. the Assistant Accounts Officer/ERO/Proddatur in his written submission dt:25.03.2015, received in this office on dt:30.03.2015 stated that:**

1. The Assistant Engineer/Operation/West and the Assistant Divisional Engineer/Operation/Proddatur have informed vide Lr.No.AAE/O/West/PDER/F/D.No.237/15.Dt.12.03.2015 received on

13.03.2015,certain information after filling the written submission in respect of Sc.No.17110 of west.The Assistant Engineer/Operation/West has reverified the records and furnished the revised meter change slip having following information (revised meter change slip enclosed)

Old Meter particulars:

1. Meter number :0376803
  2. Make :OMINI AGATE
  3. CAP :10.60A
  4. FINAL READING:3778 (Revised Final Reading)
  5. CHANGE SLIP :96926
2. The Assistant Engineer/Operation/West and the Assistant Divisional Engineer/Operation/Proddatur have recommended to revise the bills taking final reading as 3778 instead of 6566 and the report enclosed.
  3. Hence as per the latest recommendation of the field officers, the bills of the Sc.No.17110 of west has been revised and withdrawn vide RJ.No.18/3-15.

Total to be withdrawn	Rs 22988.00
Add:- surcharge on wrong bills	Rs 125.00
	23113.00
Less : Already withdrawn	Rs-12449.00
Total balance amount withdrawn	Rs 10664.00

**Findings of the Forum:**

1. Sri K.Veerawamy of Swayamsevak Road,Proddatur has made a complaint before the Forum and stated that a huge bill was received for 2899 units during October 2014, though his average units are below 150units per month and requested to arrange to revise the disputed bill.
2. The Respondents have verified the pertinent records like meter change slip and account copies and revised the disputed bill by withdrawing Rs 10,664/- and hence rectified the wrong bill.

**ORDER**

The grievance of the Complainant to revise the disputed bill has been done with by the Respondents to the satisfaction of the Complainant by withdrawing an amount of Rs 10664/- vide their RJ No 18/03.15,the case is disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> 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 22<sup>nd</sup> day of June 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.