

**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 May 2015**

**In C.G.No:125/ 2014-15/Vijayawada Circle**

***Present***

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

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

***Between***

Sri R.Satyanarayana  
C/o Krishna  
Bommuluru  
Bommuluru – Post Office  
Bapulapadu  
Krishna – Dist  
521105

Complainant

***And***

1.Junior Accounts Officer/Hanuman Junction  
2.Assistant Engineer/Hanuman Junction  
3.Assistant Divisional Engineer/Hanuman Junction  
4.Divisional Engineer/Gudivada  
5.Assistant Divisional Engineer/L.T.C.T Meters/Vijayawada

Respondents

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Sri R.Sathyanarayana C/o Krishna is a resident of ,Bommuluru ,Bommuluru – Post Office ,Bapulapadu ,Krishna - Dist. herein called the complainant, in his complaint dt:20.08.2014 filed in the Forum on dt:20.08.2014 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 Bommuluru ,Bommuluru – Post Office ,Bapulapadu ,Krishna - Dist.

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2. He is consumer with service no:6144204000016 , the meter is stuck up and the bills received are on highside.
3. So kindly the rectify the problem.

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

**The respondent-1 i.e. the Assistant Accounts Officer /ERO/Hanuman Junction in his written submission dt:28.8.2014, received in this office on dt:02.09.2014 stated that:**

1. It is to submit that the Sc.no:614420000016 , cat -V, B.Kandrika(V), H.Junction section is being billed under cat -V.The contracted load of 20HP.The consumption pattern of the service is here with enclosed fro kind perusal please.
2. In this connection , it is to submit that, the service billed under stuck up for the months 11/2013 billed in 12/2013 with final reading 64925, billed average units 2816 an amount of 9886/- then the meter was changed during 12/2013 billed in 01/2014.average billed for 1800 units for an amount of Rs.6340/-.
3. Further it is to submit that the AE/O/H.Junction has recommended vide Lr.No.AAE/O/H.J/D.NO.378 , dt:06.08.2014 duly counter signed by the ADE/O/H.Junction to revise the CC bill for the period from 11/2013 to 01/2014 (3 Months) taking average @2816 units per month.and from 02/2014 to 07/2014 recommended under UDC status.Based on the AE,s letter, the bills have been revised for the said period and withdrawn the amount of Rs.9173/- vide RJ No .23/8-2014 .Then the balance amount payable by the consumer is Rs.32,929/- after adjustment of above withdrawn amount and the same was intimated to the consumer for arranging the payment.
4. Further it is to submit that the consumer has approached the CGRF during the Vidyuth Adalath conducted on 20.08.2014 at Hanuman Junction.As per the recommendations of the ADE/O/Hanuman Junction , subject to condition of the revision of bill, the consumer has paid an amount of Rs.15000/- + RC fee Rs 75/- vide PR No.104686 dt:20.08.2014.then the service is kept in live status.
5. Further it is to submit that on receipt of recommendation for revision of the bill from ADE/O/Hanuman Junction the bill be revised soon and fact will be intimated to Consumer Grievances Redressal Forum/Tirupathi.

**The respondent-5 i.e. the Assistant Divisional Engineer/L.T.C.T.Meters/APSPDCL/Gunadala in his written submission dt:08.09.2014 received in this office on dt:12.09.2014 stated that:**

1. The Sc No:6144204000016 of Sri.R.Sathyanarayana C/o B.Krishna, Bommuluru v&p ,Bapulapadu(M),Krishna(Dt) was inspected by Sri K.Chandrapal,AAE/CTM/GDL on 24.08.2014 as per the oral complaint made by of ADE/Operation/H-Junction as “DISPOK”.

On inspection of the service following remarks were observed.

- a. The meter make is TTL Havells , SL.NO.SP405465 cap:125/5 CT meter.
- b. “DISPOK”(No Display) Observed & noted.
- c. MRI Data can not be retrieved for No Display meters.
- d. The defective meter was replaced with a healthy meter on the same day i.e on 24.08.2014 and found that the % error within normal limits.

**Further The respondent-1 i.e. the Assistant Accounts Officer /ERO/Hanuman Junction in his written submission dt:18.12.2014, received in this office on dt:22.12.2014 stated that:**

1. The ADE/O/Hanuman Junction has recommended for revision of bill from 11/2013 to 01/2014 vide Lr.No.ADE/O/HJN/D.No.1254/14,Dt:13.11.14.Based on that, the bill has revised and withdrawn an amount of Rs.12348/- vide Credit No.18/11.14 and the consumer has paid all the arrears vide PR.No.835931,dt :26.11.14.At present there are no arrears pending against the service.

**Findings of the Forum:**

1. During the Vidyuth Adalath conducted at Hanuman Junction on 20.08.2014 by the Forum,Sri R.Sathyanarayana of Bommuluru has filed a petition before the Forum requesting to revise the huge bill received for his agriculture service and convert the same to free category.
2. The Respondents in their submissions have stated that they have revised the bills based on the average consumption and an amount of Rs 12348/- was withdrawn vide RJ No.18/11.14 and the consumer has paid the balance arrears vide PR No 835931/26.11.14 after satisfying for the revision .The Respondents have not mentioned any thing about conversion of the paid agriculture service into free service.

3. As could be seen from the Account Statement of the service, no arrears are outstanding against the said service to the end of 2/2015.

**ORDER**

The Complainant is advised to approach the Respondent No.3 i.e ADE/O/Hanuman Junction and submit the required details/documents which are necessary for conversion of paying category to free category against his agriculture service. The Respondents are directed to take necessary appropriate action on receipt of details/documents from the complainant for effecting the conversion.

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 21<sup>st</sup> day of May 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.

