

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 16th day of March 2017
In C.G. No: 464/ 2015-16/Kadapa Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Sri. K. Ramthaiah,
C/o. Mallesam,
Gangannapalli,
Pendlimarri,
Kadapa -Dist

Complainant

And

1. AAO /Kadapa
2. Assistant Engineer/O/Pendlimarri
3. Assistant Divisional Engineer/R-1/Kadapa

Respondents

1. Sri. K. Ramthaiah of Gangannapalli of Pendlimarri (M) has lodged a petition on 05.01.2016 during the Vidyut Adalat held at Pendlimarri. In his petition the Complainant has requested to rectify his bills since huge bills have been issued against his Service.No.223.
2. The Respondents 1, 2 & 3 in their joint submission have informed that the CC bill for the service under question has already been revised during 07/2012 by withdrawing Rs. 20,322/- by apportioning the entire consumption of 4348 units. They have also informed that the Complainant is not paying the CC bills regularly.
3. On perusal of the account copy of the service downloaded from the APSPDCL website, the following observations are made.
 - a) The Service Connection No.223 of Gagannapalli was released in the name of Complainant on 06.12.2005 with contracted load of 260 watts. The bills are being issued on bimonthly basis.
 - b) The Complainant has cleared all the bills up to 06/2012.
 - c) A huge bill for Rs.29630/- has been issued during 07/2012 and an amount of Rs.20,322/- has been withdrawn during the same month leaving a balance of

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Rs.9,308/-. During 09/2012 also a bill for Rs.8,893/- for 1512 units has been issued. Surprisingly a minus demand of Rs.7,669/- was issued during 11/2012 for 450 units.

- d) The Complainant is very irregular in payment of CC bills and he has paid Rs.2,000/- during 07/2014 and Rs.3,000/- during 07/2015 Rs.8,000/- during 02/2016 Rs.1,000/- during 03/2016 and Rs.1,000/- during 05/2016.
- e) The meter of the said service seems to be changed during 12/2016. The consumption recorded during Jan'2017 and Feb'2017 are 100 units and 167 units respectively.
- f) As could be seen from the consumption pattern, it is very erratic in nature and the consumption of 20 units, 30, 50,20,40,60 denotes clearly that the readings are fictitious ones. It appears that the meter reader has not taken the readings duly verifying the physical condition of the meter. The readings recorded even after registration of the complaint by the Complainant before this Forum also reveals the Respondents have not ensued correct readings. The readings recorded from 02/2016 to 10/2016 are as follows.

02/2016	37 Units
04/2016	37 Units
06/2016	37 Units
08/2016	50 Units
10/2016	0 Units

- g) From the plain readings of the above observations it is concluded that the Complainant is irregular in payment of bills and the Respondents have not ensued correct and prompt billing of the service.

ORDER

The Complainant is advised to clear the outstanding balance of Rs.5,006/- pending as on 03/2017 in installments duly obtaining sanction from the competent authority. The Respondents are directed to arrange to sanction liberal installments so as to enable the Complainant to clear the dues within 6 months. The Respondents are also directed to ensure proper billing of the services in accordance with the provisions of Reg.5 of 2004 and avoid

hardship to the consumers and also to protect the valuable revenue of the Licensee.

Accordingly the case is disposed off.

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, sHyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, the 16th day of March 2017.

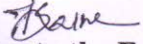
Sd/-
Member(Finance)

Sd/-
Member(Technical)

Sd/-
Independent Member

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.

Copy to the Nodal Officer(Chief General Manager/Planning)/CGRF/APSPDCL/TPT

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.