

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

On this the 18th day of July, 2016

In C.G.No:494/ 2015-16/Nellore Circle

Present

Sri J.V.T.S.Prasad

Sri N.Siva Sankar Prasad

Sri T. Rajeswara Rao

Chairperson

Member (Accounts)

Member (Legal)

Between

The Principal
A.P.Model School
Duttalur
Nellore – Dist

Complainant

And

1.Assistant Accounts Officer/ERO/Atmakur
2.Assistant Engineer/Duttalur
3.Assistant Divisional Engineer/Udayagiri
4.Divisional Engineer/Atmakur

Respondents

The Principal , A.P.Model School, Duttalur here in called the complainant, in her complaint dt:08.01.2016 filed in the Forum on dt:08.01.2016 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that:

1. She wish to bring kind notice that A.P.Model School , Duttalur has been started to function from 2013 June , Electrical transformer and meter has been installed at Feb 2014. After continuous requests for monthly electricity bill, they insisted us to pay an amount of Rs 90000 without providing the proper bill.
2. Again they requested Assistant Engineer through SMC committee chairman to give us the proper electricity bill. Assistant Engineer has given the electricity bill

C.G.No:494/2015-16/Nellore Circle

with meter no:34213230001538 but the above service number didn't match in APSPDCL website. The same matter was conveyed to Assistant Engineer. After two months Assistant Engineer has given electricity bill with a new service no that is 3421301001492 which indicates Rs 125661 from August 2015 to October 2015 under category no.2.

3. Assistant Engineer forced to pay the amount and finally disconnected the power . Though electricity bill amount is irrelevant to their usage . They paid an amount of Rs .57002 towards electricity bill on 24 Nov.2015 with cheque no.933273. The power connection has been renewed with Deputy Engineer involvement .
4. Even though they paid Rs 57002 the power connection has been disconnected for the second time on 29th December 2015. The power connection has been renewed with Deputy Engineer involvement .
5. If they provided the power connection under category -7 it wouldn't be the heavy burden for there to pay the bill.
6. Hence he is requesting that kindly revise the electricity bill and change the category of the meter from category -2 to category -7. So , they are requesting to revise the electricity bill for the payment.

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

The respondent -4 the Divisional Engineer/Operation/Atmakur in his written submission dt : 02.02.2016, received in this office on dt:05.02.2016 stated that:

1. Application for electrical supply to the Model School, Duttaluru was registered in the Call center,Udayagiri on 25.04.2013.Estimate was prepared, completed the sanction process and the work was executed. The Transformer and CT meter was installed in Feb 2014.

It is a fact that the present section officer (Sri. T. Srikanth) insisted for the payment of CC Charges without providing proper bill.

2. According to the statement of Ex-Incharge AE/Duttaluru(Sri P.Venkata Subbaiah, Sub-Engineer) releasing of service number was delayed because of the technical problem i.e amount paid through manual DDs and that was not linked to the Application registration number. However problem was solved and service number 3421301001492 was released in category II on 27.08.2015.The first bill was given in Oct 2015 for an amount of Rs125661/-, The amount was more because the accumulated consumption was calculated from the Feb 2014(CT meter fixing month) to Oct 2015. The Asst. Divisional Engineer / Operation / Udayagiri in his report submitted to this office stated that he has no idea about why present AE/Duttaluru(Sri.T.Srikanth) has given manual bill with different service number 34213230001538.
3. It is also fact that AE/Duttaluru(Sri.T.Srikanth) was forced to pay the amount and disconnected the supply even after payment of Rs 57002/- through cheque number 933273. This matter was brought to the notice of the undersigned and the section officer is instructed to reconnect the supply to the Model School.
4. It is to submit that Model School category will be changed from II to Category VII from the date when contractor has handed over the premises to the School management. Further it is also submit that bill will be revised at the earliest by following departmental procedures.

Findings of Forum:

1. The Principal , A.P.Model School, Duttalur , Nellore , has filed petition on 8.01.2016 before the Forum where in he informed that Electrical connection was released to School on Feb 2014 but after continuous requests for monthly current consumption bill they are received bill for 90000/- without proper bills such service no. After

C.G.No:494/2015-16/Nellore Circle

continuous correspondence they are supplied bill with Sc.No:3421301001492 for Rs 1,25,661 for period from August 2015 to October 2015 consumption under category 2. Now they requested for revision of their bill to be billed in Category –VII and from February 2014 to October 2015.

2. The Respondent 4 in his letter dt 2.02.2016 received on 5.02.2016 in the Forum has submitted that release of service no was delayed as amount paid complainant was not linked to his application number. Further Model School billing category was change to from cat- II to VII , As per the data sheet in respect of service of complainant excess billing of amount Rs 46634 was withdraw through R.J drawn 4/2016 and complainant has paid the all dues after revision of the bill.

ORDER

As much as the grievance of the consumer is redressed at the satisfaction of the consumer . The case is disposed of accordingly.

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 18th day of June 2016

Sd/-

Sd/-

Sd/-

Member(Legal)

Member(Accounts)

Chairperson

True Copy


Chairperson

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

DESPATCHED
DATE 15/11

C.G.No:494/2015-16/Nellore Circle