

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

On this the 25th day of August, 2015

In C.G.No:115/ 2015-16/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Venkataswamy
C/o Chinna Chengaiah
Biradawada
Juvvalapalem- Post Office
Naidupet
Nellore- Dist
524156

Complainant

And

1.Assistant Accounts Officer/Naidupet
2.Assistant Engineer/Naidupet Town
3.Assistant Divisional Engineer/Naidupet

Respondents

Sri.Venkataswamy C/o Chinna Chengaiah is a resident of Biradawada Village, Juvvalapalem – Post Office,Naidupet,Nellore – Dist, herein called the complainant, in his complaint dt:19.05.2015 filed in the Forum on dt:19.05.2015 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 Biradawada Village, Juvvalapalem – Post Office,Naidupet,Nellore – Dist .
2. He is a domestic consumer with Sc.No:207 and he belongs to SC community.

C.G.No:115/2015-16/Nellore Circle

3. He received the bill for the month of January and February 2015 for an average of Rs 400/- to Rs 600/-. But March 2015 the bill is received for Rs 42549/- .
4. He requested the Forum to do Justice because he is the poor.

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

The respondent-3 The Assistant Divisional Engineer /Operation/APSPDCL/ Naidupet in his written submission dt:21.05.2015, received in this office on dt:22.05.2015 stated that:

1. The consumer Sri Dara Venkatswamy S/o Chinna Chengaiah ,Biradawada Village has already represented to the Section Officer on 27.04.2015 regarding his electricity bill for the month of 03/2015 was received in huge amount of Rs .42549/- from APSPDCL authorities.
2. And the consumer was stated that ,every month electricity charges are pay to the APSPDCL Rs.200/- to 300/- only.And the same bill are paid regularly on every month to the APSPDCL .And now he was expressed that the huge amounts has unable to pay ,causing he was daily Coolie Worker.Based on his representation, the section officer has submitted proposals for revision of bill The AAO/ERO/Naidupet has revised the bills and withdraw the amount of Rs.26,339/- from the actual demand of Rs 42,549/- vide RJ NO.06/05-2015.The balance amount of Rs .16210/- is intimated to the consumer for arranging early payment.
3. Further , the consumer has not satisfied the revised amount and filed a petition to the Hon'ble CGRF, while conducting consumer grievances on 19.05.2015 at ERO premises ,Naidupet Sri A.Sreenivasulu Reddy ,Hon'ble Member Accounts,CGRF,APSPDCL,Tirupati has instructed to the ADE/O/Naidupet and

AE/O/T/Naidupet to inspect the consumer premises and note the load details and send a report to CGRF for revision of bill.

4. In continuation , he along with AE/O/T/Naidupet has inspected to the consumer premises on 20.05.2015 at 17.30 Hrs, and noted the consumer load details on inspection notes vide .No.03600.And the same was submitted to the Hon'ble Chairperson/CGRF/APSPDCL/Tirupati for taking necessary action please.
5. The load details of HSC No.207,Biradawada are drawn in inspection noted vide No.03600 are furnished as follows:

1. Kitchen: No.OFL.bulb :1*60W = 60 Watts.
 2. Warandah:1.No.Tube light:1*40W = 40Watts.
 3. Hall:1. No.Tube light ;1*40W = 40Watts.
 4. Hall: 1.No.Fan: 1*60W = 60Watts.
 5. Hall : 1.No.Portable CTV :1*100W = 100Watts.
 6. Warandah; 1.No.Fan :1*60W = 60Watts
- 360 Watts

The respondent-1 The Assistant Accounts Engineer /ERO/APSPDCL/Naidupet in his written submission dt:28.05.2015, received in this office on dt:02.06.2015 stated that:

1. The complaint has been rectified and detailed report is submitted hereunder.
2. The Sc.No:207 of Biradawada of Naidupet Town Section an amount of 45564/- was raised for 5056 units vide RJ No:07/04/2015 as per the review of the change slips received from AE/LT/Meters/NLR .Vide Lr.No:278/14,Dt:22.02.2014.The same was addressed to the consumer for payment through the AE/O/Naidupet vide this office LR.NoAAO/ERO/N.PET/JAO-II/SA/Slab billing/D.No;492/15,Dt :05.05.2015.

3. After receiving the demand notice , the consumer of SCNo;207 of Biradawada has represented to the AE/O/Naidupet for revision of CC bill due to he has received the CC bill for the month of 04/2015 with huge amount and he has stated that he is paying the CC Charges regularly and requested to revise the bill. The same application is also given to the CGRF/TPT at Naidupet by the consumer.
4. Based on the consumer representation the AE/O/Naidupet sent the proposals for revision of CC Bills to this office for the period from 04/2010 to 12/2013 by apportioning the total consumption due to the reading was recorded in the removed meter vide his Lr.No:392/15,Dt:02.05.2015.
5. After receiving the proposal from the AE/O/Naidupet for the revision of CC bill has been revised accordingly for the period from 04/2010 to 12/2013 and an amount of Rs .26339/- was withdrawn vide RJ No:06.05.2015.After revision of CC bill the consumer has to pay an amount of Rs .16824/- upto 04/2015 and the same was intimated to the consumer for early payment .Vide this office Lr.AAO/ERO/N.Pet/JAO-II/SLAB BILLING/D.No:547/15:21/05/2015.

Further The respondent-3 The Assistant Divisional Engineer /Operation/APSPDCL/ Naidupet in his written submission dt:02.06.2015, received in this office on dt:05.06.2015 stated that:

1. The consumer is registered the complaint to the Hon'ble Chairperson,CGRF,Tirupati during consumer Vidyuth Adalath conducted by the CGRF/Tirupati on 19.05.2015 at the premises of ERO,Naidupet for the revision bills.
2. The bills are revised as per the recommended by the concerned section officer and intimated to the prospective consumer for arranging necessary payment to the APSPDCL.The details of revision of bills are furnished hereunder:

S.No	HSC.No	Distribution	Section	Revision taken vide RJ No.	Amount to be paid by the consumer after revision
1	207	Biradawada	Naidupet Town	06/05-2015	26339.00

Hence ,the Hon'ble Chairperson/CGRF/Tirupati is requested to examine the above complaints and close the grievances.

Further The respondent-1 The Assistant Accounts Engineer /ERO/APSPDCL/Naidupet in his written submission dt:30.07.2015, received in this office on dt:01.08.2015 stated that:

1. The SC.No.207 of Biradawada of Naidupet town Section an amount of 42564/- was raised for 5056 units vide RJ No:07/04/2015 as per the review of the change slips received from AE/LT/Meters/NLR vide Lr.No.278/14, Dt :22.02.2014. The same was addressed to the consumer for payment through the Assistant Engineer/Operation/Naidupet, vide this office Lr.No.AAO/ERO/N/Pet/JAO-II/SA/Slab billing/D.No:492/15,Dt 05.05.2015.
2. After receiving the demand notice , the consumer of SC.No:207 of Biradawada has represented to the Assistant Engineer/Operation /Naidupet for revision of CC bill due to he has received the CC bill for the month of 04/2015 with huge amount and he has stated that he is paying the CC charges regularly and requested to revise the bill. Based on the consumer representation the Assistant Engineer/Operation /Naidupet sent the proposals for revision of CC bills to this office for the period from

04/2010 to 12/2013 by apportionating the total consumption due to the reading was recorded in the removed meter vide his Lr.No;392/15, Dt :02.05.2015.

3. After receiving the proposal from Assistant Engineer/Operation/Naidupet for revision of CC bill , the CC bill has been revised accordingly for the period from 04/2010 to 12/2013 and an amount of Rs 26339/- was withdrawn vide RJ No :06/05-2015. After revision of CC bill the consumer has to pay an amount of Rs 16824/- , up to 04/2015 and the same was intimated to the consumer for early payment .Vide this office Lr.No;AAO/ERO/N.pet/JAO-II/SA-Slab billing /D.No:547/15, Dt :21/05/2015. After that the consumers has represented to the CGRF/Tirupati held at ERO/Naidupet on 19.05.2015 through the CC bill was revised.
4. After the consumer has approached the concerned Assistant Engineer, and represented again as his meter is working in good condition and he is utilizing the power supply as same load since the fixation of the removed meter and also urged that he is not in a position to pay the revised amount i.e., Rs 16824/-.
5. As per the consumer representation , the Assistant Engineer/Operation /Naidupet has checked the readings pattern thoroughly from the fixation of meter and he has identified that the meter was changed in 02/2010 due to meter struck up . But on verification of his office records, the meter was not changed during the 02/2010. After confirmation the meter was not changed the Assistant Engineer/Operation /Naidupet has sent a another proposal for revision of bill by apportionating the total consumption from the date of fixation of meter from 12/2007 to 12/2013 vide his letter cited under reference 7th duly countersigned by the Assistant Divisional Engineer/Operation/Naidupet and also recommended by the Divisional Electrical Engineer/Operation/Naidupet.

6. As per the recommendations of the above revised proposal , the CC bill has been revised again for the period from 12/2007 to 12/2013 by apportionating the total consumption and worked out an amount of Rs .5658/- is withdrawn duly observing all departmental procedures vide RJ No:06/07-2015. After revision of bill , the consumer has to be paid an amount of Rs 11035/- upto 05/2015.

Further The respondent-3 The Assistant Divisional Engineer /Operation/APSPDCL/ Naidupet in his written submission dt:31.07.2015, received in this office on dt:06.08.2015 stated that:

1. The Consumer Grievance filed by Sri Dara Venkataswamy S/o Chinna Chengaiah ,Biradawada village of Naidupet town section before Redressal Forum of APSPDCL regarding issuing of excess bill to HSC.No.207, Biradawada on 19.05.2015 in Consumer Grievances conducted by the Hon'ble Chairman , CGRF,APSPDCL , Tirupati at ERO premises , Naidupet.
2. In these Grievances , it is to submit that , the Consumer Sri Dara Venkat swamy S/o China Chengaiah , Biradawada village has already represented to the section officer on 27.04.2015 regarding his electricity bill for the month of 03/2015 was received in huge amount of Rs .42549/- from APSPDCL authorities.
3. And , the consumer was stated that , every month electricity charges are pay to the APSPDCL Rs.200/- to 300/- only . And the same bill are paid regularly on every month to the APSPDCL . And now he was expressed that , the huge amount has unable to pay , causing he was daily COOLIE WORKER. Based on his representation, the section officer has submitted proposals for revision of bill to the above said service .The Assistant Accounts Officer/ERO/Naidupet has revised the bill and withdraws the amount of Rs.26,339/- from the actual demand of Rs 42,549/-

vide RJ .NO.06/05-2015.The balance amount of Rs .16210/- is intimated to the consumer for arranging early payment.

4. Further, the consumer has not satisfied the revised amount and filed a petition to the Hon'ble CGRF, while conducting consumer grievances on 19.05.2015 at ERO premises , Naidupet. And also represented to Hon'ble Chairman and Managing Director,APSPDCL, Tirupati on 06.07.2015 during Spandana programme at Corporate Office, Tirupati . In this regard the Assistant Engineer/Operation , has inspected the consumer premises and noted the load details . The same was submitted to the Assistant Accounts Officer, for effecting of revision of bill..
5. The AAO/ERO/Naidupet has revised the CC bill for the period from 12/2007 to 12/2013 by appropriation the total consumption and worked out an amount of Rs 5658/- is withdrawn duly observing all the departmental procedures vide RJ No.06/07-2015. After revision of bill the balance amount Rs 11035/- is intimated to the consumer for payment.
6. Hence , the Hon'ble Chairperson /CGRF is requested to close the consumer complaint which is registered vide CG No.115/2015-16 of NLR Circle , during Vidyuth Adalath conducted on 19.05.2015 at ERO premises, Naidupet.

Findings of the Forum:

1. during the Vidyuth Adalt conducted at Naidupet on 19.05.2015, Sri Venkatswamy of Biradawada,Naidupet has lodged a complaint before the Forum requesting to reduce the bills since huge bills have been issued to his domestic service, though he used to receive bills around Rs 400/- to Rs 600/- only during previous bills.He has finally requested to do justice.
2. The Respondents 1 and 3 submitted their submissions separately explaining the remedial steps taken to reduce the huge bill issued to the Complainant during March 2015. The Respondents have revised the CC bills in dispute by apportioning the total consumption from date of fixation of new meter i.e from 12/2007 to 12/2013

for 73 months and withdrawn an amount of Rs 31,997/- in all by preparing two RJs, vide RJ No 06/5.2015 for Rs 16,824/- and vide RJ No 06/07.2015 for Rs 5,658/- . After withdrawal of excess demand by apportioning for 73 months, The Complainant has to pay Rs 11,035/- upto 5/2015. This amount also seems to be on high side taking into consideration the connect load of 360 watts of the complainant and also taking his financial position . However since the bills are revised from the date of fixation of new meter to March 2015 , for the recorded consumption in the healthy meter only as per the inspections of the Respondents, The Forum finds no reason to reduce the bills further . Hence it is advised to the Respondents to convince the Complainant to clear the arrears in easy monthly installments.

ORDER

Since the grievance of the Complainant to revise the huge bill issued to his domestic service has been attended by the Respondents by withdrawing Rs 31,997/- in all the case is disposed off with a direction to the Respondents to allow the Complainant to clear the balance huge dues at least in 10 monthly installments , The Complainant is advised to approach the Respondents with an application to sanction atleast 10 installments monthly to clear the dues.

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

Signed on this, the 25th day of August 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.