

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

On this the day of 17th January 2018
In C.G.No:263 / 2016-17/Guntur 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

M/s. Kollipara Apparao Enterprises
D.No:4-14-226
Amaravathy road
Guntur- Dist

Complainant

AND

1. Divisional Engineer/Operation/Guntur
2. Senior Accounts Officer/Operation/Guntur
3. Superintending Engineer/Operation/Guntur

Respondents

1. The Manager, M/s. Kollipara Apparao Enterprises, Guntur has filed a complaint before this Forum through post vide dated 14.12.2016 and the same was registered as C.G. No. 263/16-17. In his petition the Complainant has submitted that he is having an industrial connection bearing SC.No:144954 in the name of K.Apparao at Amaravathi Road, pertaining to D11 section, Guntur. The industry is utilizing for cotton pressing purpose only. They observed abnormal readings which recorded 400 units per day without any usage, though the PF is maintained at 0.99. On complaint from their side, HT meter wing came and inspected the meter and replaced with another meter on 10.09.2016. From then onwards they observed the meter is recording 40 units per day.

Before meter change the bills issued as follows

April 16 to May 16 -----11036 units -----Rs.77,905 ----- PF 1.00]

May 16 to June 16 ----- 15018 units ----- Rs 1,04,642 ----- PF 1.00]

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o/c
ESPATCHED
23/1/18

June 16 to July 16 ----- 14373 units ----- Rs.1,02,022 ----- PF 0.98] --- Un season period
July 16 to Aug 16 ----- 10119 units ----- Rs.77,585 ----- PF 0.99] only lighting load used
Aug 16 to Sep 16 ----- 10992 units ---- Rs 84,426 -- PF 0.99

After meter change the bills issued as follows

Sep 16 to Oct 16 -----2727 units ----- Rs. 30,420 ----- PF 0.99
Oct 16 to Nov 16 ----- 4936 units ----- Rs 46,104 ----- PF 0.96
Nov 16 to Dec 16 ----- 3302.25 units ----- Rs 35,178 ----- PF 0.98

It clearly shows that the previous meter is defective and recorded high consumption without usage. Hence they requested APSPDCL authorities to revise their previous bills from April 16 to Sep 16 as it is a seasonal business the above amounts will be huge burden for them, but the department has not revised the bills stating that there is no error in the removed meter & insisting them to pay arrear amount, otherwise they are stating that the service will be disconnected. In view of the above facts finally they request the Hon'ble Forum to do justice by issuing suitable orders to APSPDCL authorities to revise bills for the actual utilization by considering their request already made.

2. The Respondent No. 3 in his written submission dt:01.02.2017 has explained that the meter of the service under question was tested by ADE/HT Meter-I/Guntur on 07.09.2016 and observed CT reversal tamper since 31.08.2016 and the Genus meter 4000980 is replaced on 10.09.2016. As per the report of ADE/HT Meter-I/Guntur vide his Lr.No.ADE /HTM /Guntur /F.No./D.No.Camp, dt:11.09.2016, it was stated that there is no abnormality in the metering equipment except an event of CT reversal tamper occurred since 31.08.2016 and continued until replacement of energy meter of Genus make with Elester Make meter. Further it was stated in the report that the meter was tested on 03.05.2016 by ADE/HT Meter-I, Guntur in routine periodical inspection of the service and found no abnormality at that time. But the consumption increased from the same month CC bill i.e May 2016. He further submitted that in view of the ADE/HT Meter-I/Guntur Lr. Dt: 11.09.2016 the CC bill has not been revised. The Respondents

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have also enclosed the ADE/HT Meter-I letter together with tampered data report and billing data report.

3. In the mean time the complainant filed another petition on 22.03.2017 praying to order not to disconnect the service connection pending finalization of the case in CGRF for the disputed bills of April 2016 to Sep 2016 and issue interim directions.
4. The Forum in M.P. No2/2017, C.G.No:263/2016-17, dt: 23.03.2017 issued interim directions to deposit Rs 1,50,000/- and continue to pay regular demand charges till disposal of final case.
5. A personal hearing was conducted at Tirupati on 12.09.2017 for which the complainant and ADE/O/Town2/Guntur and AO/Revenue/Guntur attended. Heard both the parties.
6. The complainant filed unattested Photostat copies of meter reading book from 2008 to 2017 as additional submissions. The Respondents have submitted HT meter test report dt: 10.09.2016.
7. The points for consideration is whether the complainant is entitled for relief as sought for by him from April 2016 to Sep 2016 stated to have been un season period and availed supply only for lighting load, though HT meter test report clearly says that there is no abnormality in metering equipment and the meter is accurate with the reading and display of the meter commensurate with the utilization of consumer loads?
8. The averments of the complainant that there is defect in the HT meter and recorded high consumption without usage and his request to revise bills from April 2016 to Sep 2016 doesn't stand for consideration in the absence of any documentary evidence. Contrary to this the HT meter test report submitted by the Respondents clearly depicts that there is no abnormality in the metering equipment. The accuracy of the meter was also verified by the ADE/HT Meter-I/Guntur on 03.05.2016 during routine periodical inspection and on 07.09.2016. The ADE/HT Meter-I/Guntur in his concluding remarks of the test report as clearly stated that the meter is accurate with the reading and the display of the meter and commensurate with the utilization of the consumer loads.

9. Though the complainant has submitted unattested Photostat copies of meter reading book from 2008 to 2017 as additional submission the same doesn't serve any purpose since the HT meter test report clearly depicts there is no abnormality in metering equipment and meter is accurate
10. In absence of any valid documentary evidence as to the support of the claim of the complainant that the meter has recorded extra consumption from April 2016 to Sep 2016 is not tenable and not entitled for reliefs as prayed for.
11. In result the complaint is dismissed.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4thFloor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, 17th day January 2018.

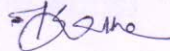
Sd/-
Member (Finance)

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/Operation)/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.