

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

**On this the day of 11<sup>th</sup> June 2018**

**In C.G.No:74/ 2017-18/Ongole 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. Sri Sai Balaji Refrigeration & Rewinding works,  
8-19-1,  
Club Road,  
Besides Andhra Bank ATM,  
Giddalur,  
Prakasham-Dt.

Complainant

**AND**

1. Assistant Engineer/ O/Giddalur
2. Junior Accounts Officer/S-ERO/Giddalur
3. Assistant Divisional Engineer/O/Giddalur
4. Divisional Engineer/O/Markapur

Respondents

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1. Sri. Swamy Ranga Reddy, Proprietor Sri Sai Balaji Refrigeration and Rewinding works D.No.8-19-1 Club Road, Beside Andhra Bank ATM, Giddaluru presented a complaint before this Forum through post and the same was registered as C.G.No.74/2017-18. The complainant in his complaint has informed that he is running refrigeration and rewinding works in a small room taking on rental basis @ 1200/- per month. The room is provided with SC. No. 4244114012819 and availing supply since 2011. The consumption charges per month was always less than Rs.1,000/-. The meter of the service connection is showing abnormal reading and the monthly bills for March and April of 2017 was issued for Rs.23,731/-, though he has not availed power on such large scale. He has got tested the meter at MRT Lab/Ongole but it was found that the meter was healthy.
2. The complainant has also apprised that he has been availing supply for 1 tube light, 1 bulb and one ceiling fan only and availing during day time only. Though he has

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**JESPATCHED**  
ATF  
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not availed supply on large scale the meter is showing abnormal reading. Since he is a small craftsman and not affordable to pay huge bills, the Respondents have disconnected the supply. Finally he has requested to enquire into the matter and do justice.

3. The Respondent. No.1 in his written submission has elucidated that the meter of the complainant's service in question has recorded 619 units in March'2017, 1406 units during Apr'2017, 2010 units in May'2017 and 2010 units in June'2017. The RMD was shown as 3.74 KVA. The removed meter was also recorded RMD of 4.7 KVA due to merging of internal wiring of ATM center, Xerox machine i.e. neighbouring 2 service connections. Due to overlapping of the loads pertaining to other services it appears that the consumption recorded is on high side. The internal wiring of his service connections appears to be defective.
4. A personal hearing was conducted on 17.10.2017 at the office of the SE/O/Ongole.
5. Heard both the parties.
6. The Forum has directed the Respondents to conduct joint inspection of the disputed service and submit a report.
7. Respondents No.1 and 3 sent additional joint written submissions through mail on 23.04.2018 stating that they have inspected the premises and found that these two shops and ATM are situated adjacent to each other. Internal wiring of shop services and ATM are running in a single pipe and thus problem had taken place due to complainant wiring problem and advised the complainant to rectify the defect and complainant represented that the problem was rectified. Respondents No. 1 and 3 further stated that they have enclosed a letter from the complainant. But the complainant only mentioned in the letter that the dispute may be resolved as early as possible and he had mentioned the meter reading MD load etc.,
8. The contention of the Respondents is that the problem has occurred due to defect in the internal wiring of the shops of complainant and other co-tenants. Licensee is not responsible for the said defect. Complainant has not placed any evidence before the Forum that the higher consumption is recorded due to defect of the meter or for any other reason attributable to the Licensee. On the other hand Respondents categorically stating from the beginning that the problem had taken place due to defect of the internal wiring.



9. In view of the above reasons, the Forum is of the opinion that there are no merits in the complaint and accordingly the case is dismissed.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, and 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.

This order is passed on this, the 11<sup>th</sup> day of June 2018.

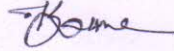
Sd/-  
Member (Finance)

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 ,4<sup>th</sup> Floor,  
Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.  
Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills,  
Lakdikapool, Hyderabad- 500 004.