

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

**On this the 8th day of April 2019
C.G.No:237/2018-19/Kadapa Circle**

Present

**Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao**

**Chairperson
Member (Finance)
Member (Technical)**

Between

Smt G.Rajeswari,
W/o G.Ramachandra Reddy,
D.No:17/901,
New Colony,
Yerraguntla,
Kadapa –Dist.

Complainant

AND

1.AAO/Yerraguntla
2.AE/Yerraguntla
3.ADE/Yerraguntla
4.DE/Proddatur

Respondents

ORDER

1. The case of the complainant is that the respondents have issued average bill on the pretext that the meter was stuck up. The complainant has informed that they will avail supply very economically to restrict the power bill. Hence requested to waive the excess average units billed.
2. The respondent No.2 in his written submission has informed that during the course of inspection of the complainant's service it was found that the CC bill for the month of 08/2018 is generated in stuck up status duly taking the average units for maximum of three months in one year. The consumption for the said service during the summer is on high side and hence the average units of that period considered. The same was intimated to the complainant and the complainant paid the bill.
3. The provisions contained in Clause No.7.5.1.4 of GTCS is as follows :

“When a meter is found to be defective during meter reading or on inspection or otherwise, the following guidelines shall be followed for computation of the assessed units.

7.5.1.4.1: The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the

DESPATCHED

DATE 27/4

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average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles were not different from those which prevailed during the period in which the meter ceased to function or became defective.

7.5.1.4.2: If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 Months when the conditions of working were not different.

7.5.1.4.3 :Where it is not possible to select any 3 (three) consecutive billing cycles consumption, as indicated in clause 7.5.1.4.1 or 7.5.1.4.2 above, or if there is no meter installed, the number of units shall be assessed on the basis of the Assessment Rules in Appendix XII herein. Industrial consumers shall be given due consideration for the production figures and conditions of working in the period under question. For all services/ equipment, which cannot be classified with the aid of the groupings under LT I, II, III, Annexure XII (V) of Appendix XII of the GTCS may be used for the calculations. Annexure XII (V) of Appendix XII is also applicable for services under LT IV, V, VI, VII and VIII.

7.5.1.4.4 : The assessment shall be made for the entire period during which the status of defective meter can be clearly established, however, the period during which such status of defective meter cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.”

4. As could be seen from the statement of the account for the said service connection it is noticed that the meter of the service connection was in stuck condition at the reading of 9042 in the month of 08/2018 and hence average bill was issued for the month of 09/2018 under meter stuck up status for 235 units. The plea of the respondent that average units of maximum of three months in the year was taken is against the GTCS provisions. Further August month is not the summer season. As per the provisions contained in 7.5.1.4.2 of GTCS since the conditions during summer and other periods will be different, assessment shall be made on the basis of any three consecutive billing cycles during 12 months. Hence it will be appropriate to take the consumption from 11/2017 to 01/2018 to arrive at the consumption. So the average units to be adopted is as follows :

11/2017	111
12/2017	97
01/2018	71
Total	279

Average for one month $279/3 = 93$ units.

- In view of the above the respondents are directed to revise the bill for the month of 09/2018 duly taking into 97 units as average consumption in place of 235 units and withdraw the excess units billed.
- Accordingly the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.

This order is passed on this, the day of 8th April 2019.

Sd/-
Member (Finance)

Sd/-
Member (Technical)

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 (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidhyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

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