

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

**On this the 29<sup>th</sup> day of March 2019  
C.G.No:277/2018-19/Tirupati 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**

**K. Thygarajulu,  
C/o. Sree Vinayaka Cement Bricks,  
8-66 B, Near Check post,  
Penumur (M),  
Chittoor Dt.**

**Complainant**

**AND**

**1. AE/Op/Penumur  
2. AAO-ERO/Chittoor Town  
3. ADE/RSD-2/Chittoor  
4. DE/O/Chittoor**

**Respondents**

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**ORDER**

1. K. Thygarajulu, Penumur (M) of Chittoor Dt presented a complaint before this forum wherein he has informed that the energy meter fixed to his premises is not working since 2 months and he had received CC bills with abnormal high amounts under struck up status. His attempts in bringing the problem to the notice of Respondent No: 1 did not yield fruitful results. He has requested to replace the meter installed in his premises and revise the huge amount included in the CC bills.
2. Respondent No: 1 had submitted his written statement before the forum where in he had elucidated that at the first instance the meter shown No display, hence bill issued under status 2. When the same was inspected after 1 week, it was noticed that meter display is available. But when seen at the time of billing, the display was once again not visible. Finally the same was reported to CT meter wing on 12-09-2018. The meter was replaced on 14-09-2018. The meter has taken an average of 1168 units for the above

**DESPATCHED**  
**DATE** 3/4/19

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months. Since the display was not available, there is no possibility of getting information through MRI.

3. The Respondent No:1 further submitted that on verification of complainant service account copy, it was found that there was one Auto Generated case TPT/CHTT/CHTOC/AG24/18 for an additional demand exceeding over contracted load of 3.85KW to the tune of Rs.7,900/- and include in the bill issued during Aug-18.Hence there is no any provision for withdrawal of CC Charges bill.
4. Points for determination are 1) Whether the bill for units 1168 issued during struck up period is liable to be revised? 2) Whether the respondents are entitled to include additional load amount automatically generated in the MATS without issuing notice on the complainant?

**1) Whether the bill for units 1168 issued during struck up period is liable to be revised?**

- a. The guidelines to be followed for computation of the assessed units when a meter is found to be defective during meter reading or on inspection or otherwise as per the Clause 7.5.1.4.1 of General terms and condition of Supply, where in it was mentioned that the “ *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 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*” . As could be seen from the service history of the said service number it was found that there is no deviation in assessing the average units during meter struckup. Thus the point answered accordingly.

**2) Whether the respondents are entitled to include additional load amount automatically generated in the MATS without issuing notice on the complainant?**

- a. The case of the complainant is that though he has never connected more load than the contracted load the respondents on the pretext of recorded MD in the CT Meter was more than the contracted load and have included the additional load amounts in the bills without issuing notices is arbitrary and illegal.
- b. It is not just and reasonable to include any shortfall amount without issuing appropriate notice on the complainant. The act of the respondents in including the additional load amount on the ground that the same was automatically generated in the MATS is against the principles of natural justice, arbitrary and illegal. Any shortfall amount included in the bills without issue of notice on the complainant is liable to be set aside and the respondents are not entitled to include such amounts in the bills. Thus the point is answered accordingly.
- c. In result, the respondents are directed to set aside the additional load amount included in the bills of the complainant besides withdrawing the delayed payment surcharge if any included on the above amount. However the respondents are at liberty to issue a fresh notice if the complainant has exceeded the contracted load in accordance with the provisions of Appendix No. IX of General terms and Conditions of supply.
5. 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, 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, 29<sup>th</sup> day of March 2019.

Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

**Forwarded By Orders**



**Secretary to the Forum**