

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

On this the 15th day of November 2019
C.G.No:28/2019-20/ Guntur Circle

Present

Sri. A. Jagadeesh Chandra Rao
Sri. D. Subba Rao
Sri. A. Ramdas

Chairperson
Member (Technical)
Member (Finance)

Between

N.Lakshmi Narayana,
No. S 8, Maruthi Residency,
Near Aravinda High School,
Kunchenapalli (P),
Tadepalli,
Guntur- Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Mangalagiri
2.Assistant Executive Engineer/O/Kunchanapalli
3.Deputy Executive Engineer/ Mangalagiri
4.Executive Engineer/O/Amaravathi

Respondents

ORDER

1. The case of the Complainant is that the employee of the Licensee is collecting electricity charges from the consumers of his apartment on 17th of every month regularly. But in the month of Mar '2019 the bill collector came to the apartment on 20.03.2019 and due to delay arrival of the bill collector a penalty of Rs.25/- has been included in the bill. Residents of the apartment waited for 3 days from 17.03.2019 to 19.03.2019 and as the bill collector did not come in time, a penalty was imposed. Mee- seva at Mangalagiri town is far away and he is not in habit of using smart phone, aged 79 years and even if the amount is remitted on 18.03.2019 it would be treated as a delayed payment. So a practical solution may be provided for his problem.
2. Respondent No.1 filed written submission stating that there is no facility of collection camps to the apartments but employees of the Licensee visited the apartments for gaining revenue collections through special drive. The consumers need to pay their bills at collection center situated at Panchayat office at Tadepalli throughout the month. The

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DESPATCHED

DATE

16/11

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practice of sending bill collectors to the apartments spread in Tadepalli and Kunchanapalli distributions was stopped due to instructions given by Corporate Office to develop habit of payment of electricity bills by the consumers through digital payments and to reduce the camps of bill collectors. Camps to the apartments in the area of Kunchanapalli and Tadepalli Distributions were reduced as mostly educated people are residing in these apartments. Due to establishment of CRDA Circle at Amaravathi 8 No's junior assistants who are working at ERO Office, Mangalagiri were sent on deputation. It is not possible for the department to send the bill collectors to all the apartments for collection of electricity charges due to shortage of staff. Payment of CC bills at collection centers situated at Panchayat Office, Tadepalli within due date is the solution for the grievance of the complainant.

3. Notice was issued to the complainant to appear through video conferencing at the office of the Executive Engineer, Amaravathi conducted on 17.10.2019 at 11.00 A.M. But the complainant did not choose to appear at Executive Engineer Office, Amaravathi for video conferencing. But subsequently he sent a letter stating that it is not possible for him to attend the enquiry on the ground that no new material is required to be submitted and if the Forum insists his presence, the Forum has to pay Rs.300/- to him towards travel expenses. He also made suggestions to the effect that the enquiry may be conducted in his apartment, then the other consumers also can also attend the enquiry and the enquiry officers can get allowances wherever they conduct enquiry. Complainant also stated had the bill collector informed the watchman of the apartment about his absence, consumers would have made alternative mode of payment.

4. Points for determination are:

1. Whether is it mandatory for the Licensee to send bill collectors to the apartments for collection of electricity charges?
2. If the bill collector did not come for collection on the appointed date and if there is any delay in payment the penalty imposed for late payment is liable to be refunded?

A provision in respect of electricity bills is provided in Clause No.4 of Reg. No.05/2004 issued by the Hon'ble APERC. These provisions provide that Licensee may specify any collection center for making payment for a group of consumers in addition to

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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 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

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