

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 10th day of February 2021
C.G.No:144/2019-20/ Guntur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. R.M.M. Baig
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Independent Member

Between

P. Rambabu,
Uppalapadu (V),
Narasaraopet,
Guntur- Dist

Complainant

AND

1. Assistant Account Officer/O/Narasaraopet
2. Deputy Executive Engineer/O/narasaraopet
3. Executive Engineer/O/Narasaraopet

Respondents

ORDER

1. The case of the Complainant is that he is having SCNo.1311200029806 for his Industry. He received abnormal bill in December'2018. Subsequently the service was under UDC from January'2019 to April'2019. He received a bill of Rs.1,06,270/- for the month of March'2019. He paid Rs.70,000/- and got restored his supply on 19.3.2019. But again it was disconnected on 28.03.2019. He is not receiving bills. When he approached in the office that he is getting abnormal bills though he has not utilized the power for the months from April'2019 to June'2019. Hence requested to revise the bill.
2. The Complainant also filed an application for restoration of service connection and the same was allowed on payment of 1/4th amount of the disputed bill Rs.51,180/- (approximately) and the service shall not be disconnected for non-

DESPATCHED

payment of the disputed amount during the pendency of the case before the forum.

3. Respondents No's.1&3 filed joint written submission stating that SC No. 1311200029806 was released in the name of M/s. Charan Teja Dal Mill with a load of 84.72 HP under Cat -III in D2/Narasaraopeta section. Consumer utilized the supply up to 12/2018 and the service was billed with 4055 units for an amount of Rs.49,526.00 in the month of 12/2018. But the consumer has not paid the amount. The service was shown with an arrears amount of Rs.87,350/- up to 12/2018, the service was billed under '03' status from January'2018 to April'2018. The service was billed under '01' status for the consumption recorded 4362 units and issued bill for an amount of Rs.78,310/-. The service was billed under '02' status for consumption recorded 8850 units and issued bill for an amount of Rs.68,118/- .No correspondence received for revision of CC bills which has given in the months of 5/2019 and 6/2019 from the consumer or AE/Operation/D-2/ Narasaraopeta and ADE/O/Narasaraopeta Town up to 03.08.2019. Consumer has paid an amount of Rs.51,180/- on 05.08.2019 as per the orders of this forum. CC bills for the month of 5/2019 and 6/2019 by taking un-billed units of 4426 and an amount of excess bill demand (due to MD Boost up) Rs.1,03,256/- as per the recommendation of Dy. EE/O/Narasaraopet and HT meter Test report. After revision of CC bills complainant is liable to pay an amount of Rs.59,303/- as on 07.08.2019.
4. Personal hearing through video conferencing was conducted on 18.12.2019, 12.2.2020 and 12.8.2020. But complainant did not attend for all the hearings. Complainant also contacted by the then Member /Finance of the Forum through phone on 23.6.2020 & 25.6.2020. Complainant informed on 23.06.2020 that he was at his native place and he will contact Member Finance on 25.06.2020 at 11.00 A.M. Again the then Member Finance contacted the complainant over phone at 11.10 A.M on 25.6.2020 the complainant replied that records are in the factory and he was not able to go to the factory due to lock down and requested time.

5. Again the case was posted for personal hearing through video conferencing on 07.01.2021 and the same was informed to the complainant on 01.1.2021 at 11.50 A.M and on 6.01.2021 at 4.30 P.M. SMS was also sent to his registered mobile No. 9985250134. But complainant failed to attend the personal hearing. During the personal hearing respondent No. 3 informed that complainant is lessee and the term of lease was expired. It appears as lease term has expired complainant is not showing any interest in prosecuting his complaint. Respondent No. 1 represented that audit shortfall amount was also withdrawn. Hence he was directed to file additional submission to inform the exact amount due by the complainant after withdrawal of the amounts. Accordingly respondent No's 1 and 3 submitted letter through mail.
6. As per the additional written submission of respondents No. 1 and 3 audit shortfall amount raised during the period of meter healthy condition after meter change vide audit sub para No.11 by Dy.EE/O/NRT /Town vide reference Lr. No. DEE/O/NRT/F. No 29.D.No.4186/19 Dt: 18.11.2019. In view of the above, instructions were issued for withdrawal of audit short fall amount. Hence an amount of Rs.91,118/- was withdrawn in the month of 11/2020 vide RJ No. 51/11-2020. Un-unnecessary demand raised amount of Rs.38,500/- was withdrawn in the month of 11/2020 vide RJ No.49/11-2020. Available Security Deposit amount of Rs.45,092/- was adjusted against the arrears of the service due to bill stopping of the service vide RJ No.50/11-2020. After withdrawal of the amount and adjustment of security deposit, the net balance amount of Rs. 28,626/- and the same was intimated to the consumer for payment, but payment was not made.
7. Since complainant is not attending the personal hearings to submit his contention though several opportunities given to him. He has also not contacted the office of the forum to explain the reasons for his absence and requested time. There is no justification to grant further time for hearing the complainant. Hence the case is disposed of basing on the material available on the record.

8. Point for determination is whether the revised bill for the service No. 1311200029806 issued by the respondents is liable to be revised?

The contention of the complainant is that he received abnormal CC bill in the month of 12/2018. He received CC bills from January'19 to April' 2019 while the service was under disconnection (UDC). He also received CC bills for the months of April' 19 to June' 19 even though he has not consumed electricity. The account statement for the service No.1311200029806 shows that the maximum consumption in between from January'18 and Dec'2018 is 8243 (01/2018) units. The consumption in May'18 is 5107 units. The consumption is more than 4000 units in February, March, August, October and December'2018. The consumption is 319 units in the month of April'2018. In other months the consumption is in between 1495 and 3857. So the consumption by the complainant is not uniform between January'18 and December'18. The service is under disconnection (03 status) in the months of Jan'19, Feb'19, March'19 and April '19. The consumption in the month of May'19 is 4362 units and in June' 19 the service is under stuck up (02) status and units are shown as 8850 in the month of July '2019 the status of the service is shown as '09' (partly not used) and the consumption is shown as zero and 308 units under '03' status. The consumption is shown as 13 units in the month of Aug'19 under '01' status. 1633 units under '01' status in the month of September'19 zero units under '03' status in the month of October'19. 3517 units , 1634 units, 3517 units, 307 units and 294 units in the month of Nov'19 to Feb'2020 under '01' status and subsequently from March'2020 to August'2020 the service is under disconnection (03) status. So the contention of the complainant that he received abnormal bill in the month of Dec'2018 cannot be taken into consideration as the consumption is similar to the consumption in the months of February'18, March'18, May'18, August'18 and October'2018.

The written statement shows that on the recommendation of Dy. Executive Engineer/O/Narasaraopet the CC bills for the service was revised for the months of 05/2019 and 06/2019 by taking un billed units of 4426 and

excess billed amount due to MD boost up totaling to an amount of Rs.1,03,256/- was withdrawn as per RJ No.30/08-2019. Subsequently the audit shortfall amount raised in the month of Feb'2020 (Subsequent to filing of the complaint) for an amount of Rs.91,118/- was also withdrawn. They have also withdrawn un necessary demand of Rs.38,500/- in the month of November'2020. So the respondents after careful consideration have withdrawn the excess billing.

Complainant did not attend before the forum and also did not place any material before the forum to show that still some amount is liable to be withdrawn. If really complainant has any material to show that still some more amount has to be withdrawn, he would have appeared before the forum and put forth his version. In the absence of any material to show that the calculations made by the respondents is not correct, the same has to be taken into consideration. There is no further scope of revising the bill. Respondents have given explanation and also withdrawn the excess amount. There are no grounds to interfere with the amount derived by the respondents payable by the complainant for this service connection. Hence complaint is liable to be dismissed. The point is answered accordingly.

9. In the result the complaint is dismissed.

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 10th February'2021.

Sd/-
Member (Finance)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


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 (O&M)/ 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.

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