

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 13th day of November 2019
C.G.No:184/2019-20/Kadapa Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)

Between

T. Seshacharlu,
LIG No:11
Housing Board Colony,
Proddatur,
Kadapa -Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Proddatur
2. Deputy Executive Engineer/O//Proddatur
3. Executive Engineer/O//Proddatur

Respondents

ORDER

1. The Case of the Complainant is that he is having a service connection No. 2223201031258. He received a bill for Rs.35,045/- in Nov'17. When he approached the concerned officers at Proddatur they advised him to pay the amount. He paid Rs.4,000/- on 29.12.2017 and Rs.3,000/- on 31.07.2018. He received a bill in Aug'2019 to pay Rs.40,705/-. So the bill may be revised.
2. Respondent No.1 filed written submission stating that the service has been billed with the accumulated consumption of 4610 units in the month of 12/2017. Based on the recommendation of the field officers the CC bill of the consumer was revised at the rate of 250 units per month and due to that an amount of Rs.20,755/- was worked out to be withdrawn from the total bill amount. Again the service was reviewed by the internal audit wing. Revision of bill was made wrongly basing on the average units of 250 per month whereas the audit wing revised the CC bill by taking the average of 318 units per month. The audit wing proposed an amount of Rs.20,923/- to be raised as the demand against the service .
3. Respondents No. 2 and 3 also filed written submissions separately on similar lines.

C.G.No.184/2019-20/Kadapa Circle

DESPATCHED

DATE

16/11

4. Notice was issued to the complainant to be present at 3.00 P.M on 16.10.2019 at the Executive Engineer Office, Proddatur for hearing the case through video conferencing. But complainant did not appear before the Forum.
5. The point for determination is whether the bill of the complainant can be revised?

According to the respondents complainant was a line inspector in their department. The version of the respondents is that there is accumulated consumption of 4610 units and on the basis of recommendation of the field officers a proposal was made to calculate the units of consumption at the rate of 250 units per month. But subsequently audit wing revised the bill by taking an average of 318 units per month. Complainant did not choose to attend to the video conferencing and also did not communicate with the forum seeking time.

In the absence of any documentary or oral evidence by the complainant, the version of the respondents that there was accumulated consumption of 4610 units in the month of Dec'2017 and the same was billed and since the audit wing found that the average of 318 units per month has to be taken for calculating the CC bills instead of 250 units per month proposed by field officers has to be taken into consideration. Complainant has not placed any evidence that the calculation made by the audit department is erroneous.

6. In view of the above reasons there are no merits in the complaint and 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 13th November 2019.

Sd/-
Member (Technical)

Sd/-
Member (Finance)

Sd/-
Chairperson

Forwarded By Order



Secretary to the Forum

C.G.No.184/2019-20/Kadapa Circle

DESPATCHED
DATE

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.

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