

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

On this the 31st day of July 2020
C. G. No: 194/2019-20/Nellore Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. V. Venkateswarlu
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

T. Radha ,
W/o. T.V. Ramanaiah,
1 1/46, Brahamini Street,
Radha Krishna Nilayam,
Santhapeta,
Nellore.

Complainant

AND

1. Assistant Accounts Officer/S-ERO/Nellore Town-1
2. Deputy Executive Enigneer/O/Nellore Town -3
3. Executive Engineer/O/Nellore Town

Respondents

ORDER

1. Husband of the complainant presented this complaint stating that he has constructed a new building. The service was released in the month of Nov'2018. The building was constructed for the purpose of giving it on lease but it was not given for lease but kept in lock and key. He has not used any electric appliances but used only one bulb during night time. Minimum charges were levied and never exceeded more than Rs.676/- per month. He received a bill for Rs.8,388/- in March'19. He never consumed '549' units at any time. When he approached AE/O/ Nellore he asked them to pay the demand amount and they will pursue the matter. In April'19 he received a demand notice for Rs.656/- for

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DATE 05/08

'11' units. He received a bill on 15.08.2019 for the months of July and August'19 for an amount of Rs. 84,938/- for '8336' units. The meter was sent for testing and a report was received that meter is found satisfactory. After the new meter was installed the monthly consumption is '5' units and the amount of the bill is Rs.782/-. It clearly shows that the old meter is a faulty one.

2. Respondent No.3 filed written submission stating that the service connection No: 3313208223264 of T-5 distribution in west -2 section and AEE/O/West -II inspected the service on 21.10.2019 and submitted that the connected load is 4 KW and contracted load under Category-2 is 5 KW. On the complaint of the consumer meter was removed and replaced with new meter and the old meter was tested on 03.08.2019 in the presence of the husband of the consumer and line Inspector west -2 Section. The AEE/ LT meters issued that the performance of the meter is satisfactory. Later on bill was issued to the consumer for an amount of Rs.84,938/-.
3. Personal hearing was conducted through video conferencing on 17.06.2020 wherein complainant's husband and respondents present. Complainant reiterated his version and hence he was advised to file notarized affidavit and respondents were directed to conduct physical inspection of the premises with regard to present situation. Accordingly complainant filed affidavit and photos.
4. The point for determination is whether the complainant is entitled for revision of bill?

The account copy of the service No. 3313208223264 shows that the contracted load is 5 KW. The service was released on 17.11.2018. The consumption recorded nil for the months of November and December' 18. 24 units in January '19, 50 units in February'19 , 549 in March'19 ,11 units in April'2019 , 166 units in May'2019, 14 units in June'2019 , 3 units and 119 units in Jul'19, 8336 units in Aug'19. Subsequently units recorded is 5 units in September'19 , zero units for October'19, November'19, December'19, January'2020, February'2020 and one unit each in March and April'20 and again zero units in the month of May and June 2020. The service was under '03' status for the months 11, 12 of 2019 January, February and March'2020 and again in May'2020. '09' status is recorded in Oct'19 and Jun'2020. '02' status is recorded in

July'19 and subsequently a huge reading of 8336 units in Aug' 2019. '09' status was recorded in October' 19 and June'2020. The above consumption pattern and status shows that the consumption is not uniform and heavy consumption is recorded in August'19 after meter was changed due to struck up.

Respondents also confirmed that the connected load is also 4 KW i.e. less than contracted load of 5 KW. The meter was sent for testing and the report was issued stating that the meter is satisfactory.

During personal hearing respondent No. 3 conceded that it is not possible to record such a high consumption with contracted load of 5 KW when premises is vacant. Admittedly the building was kept vacant and no activity was carried out. The abnormal consumption was prior to change of the meter. Respondent No.3 also conceded that there is a possibility of meter jumping due to system disturbances. Taking into consideration of the connected load of 4 KW and as the building is kept vacant without any activity it can be safely presumed that the meter reading is abnormal it might have happened due to sudden jumping of reading in the meter due to system disturbances. Merely because the functioning of the meter was found satisfactory in laboratory under ideal conditions, it cannot be concluded that meter reading is correct and consumer could not be penalized even without consumption of electricity. Complainant is entitled for revision of the bill. The point is answered accordingly.

Clause No. 7.3.6 of GTCS provides:

“ Where any difference or dispute arises as to where any meter fixed to a service to record the amount of energy supplied to a consumer is or is not correct the matter shall be decided by the forum for redressal of consumer grievances constituted in accordance with Sec. 42 (5) of the Act , on application by the consumer”.

5. In view of the above clause this forum is of the opinion that consumer is liable to pay minimum charges from the date of release of supply till the date of replacement of the meter i.e. 08/2019 and respondents are directed to issue revised bill within 15 days from the date of receipt of this order and submit compliance report within 15 days thereon.

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 Kesinehi 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 31st July 2020.


Sd/-
Member (Finance)

Sd/-
Member (Technical)

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 (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 Kesinehi 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.