

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

On this the 21st day of July 2020
C.G.No:77/2019-20/ Ongole Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. A. Sreenivasulu Reddy

Member (Finance)

Sri. V. Venkateswarlu

Member (Technical)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

L. Nemili Reddy,
Ankireddypalli,
Racherla,
Prakasam -Dist.

Complainant

AND

1. Assistant Accounts Officer/Giddalur

Respondents

2. Assistant Executive Engineer/ O/Giddalur

3. Deputy Executive Engineer/O/Giddalur

4. Executive Engineer/O/Markapur

ORDER

1. The case of the complainant is that he is having houses in ward No.8/17 opposite to electricity office in Giddaluru Nagar Panchayat limits service No's 11439,11440 are in the name of Nemili Reddy service No's 15723,15724 are in the name of Loki Reddy Somi Ranga Reddy and service No's 6115, 6116 are in the name of Kypa. Rangamma. They leased out the houses to RTC employees. On the apprehension that the tenants may not pay the electricity bills in time he choose to pay the bills for the above service No's since 2012. Meanwhile he presented a complaint in respect of electricity in his fields under 25 KVA in Ankireddypalli. Aggrieved by that lineman Rami Reddy and Chandra Sekhar Reddy/ AE(In charge) disconnected all the services even though he is not liable to pay any amount against the above six services. On the next day when he informed the said fact to the AE through a letter, all the services were restored but the meter of 6th Service No.11439 was removed and taken away. Nobody is residing in the house and the house is utilized for keeping the building material for construction of house adjacent to it. He was informed that he was liable to pay Rs.22,000/-. When he questioned and submitted a letter, the then AE

DESPATCHED

C.G.No.77/2019-20/Ongole Circle

Page 1

DATE 23/07

represented that meter was burnt and huge bill might have happened due to meter burnt and directed him to pay Rs.1,000/- for replacement of the meter. Accordingly he paid Rs.1000/-. He was advised to present a letter for withdrawal of Rs.22,000/-. But AE was transferred and new meter was also removed and he went to ADE office Chandra Sekhar Reddy in charge AE stated as to why he made a complaint to the superior officer and he can report the meter to whom so ever. Hence he is presenting the compliant to verify the data and do justice to restore the electricity.

2. At first instance only AAO/ERO/Giddalur i.e. respondent No. 1 filed written submission stating that revision of bill received for accumulated consumption in the month of 09/2017 for 3023 units for demand of Rs. 22,675/-. The bill was revised from meter to meter for the period from 10/2012 to 02/2018 averaged and the bill was reduced by an amount of Rs.16,900/- vide credit RJ No.14/10-2018. Even though the bill was reduced consumer not paid the balance amount and service was disconnected in the month of April'19. Consumer had not paid CC charges for the period from 10/2017 to till date.
3. The case was heard through video conferencing on 17.10.2019 . Complainant reiterated his version. Then respondents were directed to verify physically and file written submission.
4. According to respondent No. 4 written submissions he and second respondent inspected the premises for service No.11439 there is no meter and house is vacant and door locked. Respondent No. 2 informed that accumulated consumption was occurred in the month of October' 17 and demand bill was received for Rs. 22,675/- This was arised due to utilization of supply by the consumer to another new construction building nearby this service connection. The meter was burnt in the month of 11/2017 and consumer paid the meter burnt charges for Rs.1,000/- on 27.01.2018 and the meter was changed on 04.02.2018. The consumer closing balance shows nil as on 09/2017. Consumer is complaining that high bill was received for Rs.22,675/-. To reduce the bill, letter was addressed to respondent No. 1 for revision of bill and he recommended the average period from meter to meter and revised the bill and withdrawn Rs.16,900/-. Consumer had not paid balance amount of Rs.11,412/- upto Oct'19. Consumer had not paid CC charges arrears for the period from October' 17 onwards to till date i.e. 10/2019. Consumer is not willing to pay the amount after the revision of the bill also. So the service was disconnected in the month of 01/2019 and final reading was 280 units. Since the consumer not paid closing balance even after the service was disconnected, the meter was removed in the month of 04/2019.

Second respondent inspected the premises when the RTC employees living in the house total connected load is 2680 Watts. On his observation the service connection was given to RTC employees and presently it is vacant as RTC employee vacated it.

5. Again personal hearing was conducted through video conferencing on 18.06.2020. Both parties reiterated their versions.
6. The point for determination is whether complainant is further entitled for revision of bill?

The history of the service shows that service was taken on 07.01.2010 with a contracted load of 1 KW. Whereas according to respondent No. 4 the connected load in October'2017 was 2680 Watts. So the tenant in the premises appears to have electric appliances of water heater and rice cooker and connected load was 2680 watts against the contracted load of 1KW. The history of the service further shows that from January '12 to September' 2017 shows that except in January'12 for 100 units, in May'2012 for 191 units 12/2012 100 units 07/2013 113 units , 09/2015 142 units 01/2016 125 units 03/2016 138 units April'16 193 units 05/2016 157 units 07/2016 233 units and August'2016 100 units, the consumption in other months is less than 100 units and sometimes even less than 10 units and 20 units. In 10/2017 the meter reading was taken for 3023 units. Complainant did not choose to pay for challenge test immediately on receipt of bill of 3023 units stating that meter is not functioning correctly and there is an abnormal recording of consumption of units in that month. The meter was burnt. The meter was burnt in the month of 11/2017. According to respondents there was accumulated consumption as well as consumer utilized this service for construction of building adjacent to his premises.

On receipt of the complaint, respondent No. 1 revised the bill from the date of change of the meter in the month of October'12 to 11/2017. Except the oral testimony of the consumer that there are no arrears payable by him, there is no other evidence available to substantiate his claim. Complainant also did not state when the premises was vacated and whether he had taken final reading after the tenant vacated the premises. The history of the service clearly shows that tenants might have managed the meter reader and got fictitious reading entered in the records resulting payment of less bills than actual consumption. When complainant approached about abnormal recording of consumption in October'17 immediately the concerned officer apportioned the accumulated consumption from October'12 and reduced a sum of Rs.16,900/-. The revision appears to be reasonable there is no scope for further revision of the bill . Consumer is liable to pay the balance

amount with belated payment surcharge. There are no merits in the complainant. The point is answered accordingly.

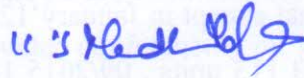
7. The complaint is liable to be dismissed.

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 21st July 2020.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member 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 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.