

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 10 day of December 2019
C.G.No:128/2019-20/Tirupati Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. D. Subba Rao
Sri. A. Ramdas
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

T.Nijantham,
Arror (V),
Irgulam (P),
Satyavedu (M)
Chittoor-Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Nagalapuram,
2. Assistant Executive Engineer/O/Cherivi (SEZ)
3. Deputy Executive Engineer/O/Nagalapuram
4. Executive Engineer/O/Puttur

Respondents

ORDER

1. The case of the complainant is that service connection No. 5331515000278 is in the name of his son P. Nijanthan. They received huge bill and on their complaint the meter was changed, but the bill amount was not reduced. Hence requested to revise the bill.
2. Respondent No.4 filed written submission stating that meter was sent for testing and AE LT/ Meters reported that meter was in healthy condition. AE/O Cherivi i.e. Respondent No.2 recommended for revision of bill for the period from 07/2018 to 12/2018. An amount of Rs.4,453/- was deducted from the bill on spread over vide RJ No.16/07-2019.
3. Respondent No.1 also filed written submission separately on similar lines.
4. Respondent No. 2 addressed a letter to JAO that spot billing meter reader entered fictitious reading from 07/2018 that actual meter reading entered in 12/2018 with final reading 2623 with a large consumption of 2470 units. Hence it is requested that the consumer bill may be spread over with effect from 07/2018 and revise the bill.
5. Respondent No. 3 also filed written submission separately on similar lines. He also further stated that meter was sent to MRT Lab for testing and MRT wing certified that the

DESPATCHED
DATE *19/12*

meter is healthy. Consumer has connected a load of 2.83 KW water motor to the service which is proportionate to the consumption.

6. Personal hearing was conducted on 19.11.2019. Both parties reiterated their contentions. Respondents No.2 represented that complainant using this service for watering the plants in their Agriculture fields which is adjacent to their house. So, the meter reading is proportionate to consumption. Complainant's father also admitted that he is using motor connected to this service connection for watering the plants in the adjacent Agriculture land.

7. The point for determination is whether the meter recording in the month of January'19 for 2470 units is abnormal and the bill raised on these units is liable to be withdrawn?

The service was released for contracted load of 2 KW on 26.06.2018. Units recorded are zero for the months of July'18 and August'18, October and December'18. 86 and 66 units are shown as consumption in the months of September'18 and November'18 respectively. The consumption is shown as 2470 units in the month of January'19, 424 units in the month of February'19 and 446 units in the month of March'19. The meter was changed on 08.02.2019.

Subsequently, the meter reading was shown as 392 units in May'19, 456 units in June'2019 and 652 units in July'19. Complainant's father admitted that he is using the motor for watering plants in his adjacent Agricultural lands. Respondent No. 3 also asserted that the meter reading is proportionate to the consumption. The meter was tested in the lab and found to be healthy. According to the respondents meter reader did not record the correct meter reading for 6 months. Respondent No.2 recommended for revision of the bill and an amount of Rs.4,453/- is already withdrawn . There are no valid reasons to come to conclusion that the consumption shown in the month of January'19 is abnormal and the bill raised by the respondents is not proportionate to the consumption.

8. In view of the above reasons there are no merits in the complaint. In the result complaint is dismissed. But complainant is permitted to pay the amount due in 4 equal installments apart from paying the current monthly bills.

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 December 2019.

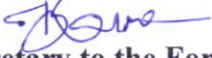
Sd/-
Member (Technical)

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 (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.