

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 10th day of December 2019
C.G.No:129/2019-20/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

Teju Malayantham,
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

1. The case of the complainant is that he is having a double bedded house. He is having 1 Fan, 1 AC, 1 Light in 1st bed room and 1 Fan , 1 Light in 2nd bed room . He is having 1 Fan, 1 Light and 4 show lights in hall and 1 bulb in kitchen. He received huge bill. Hence the bill may be revised
2. Respondent No.4 filed written submission stating that on the representation of consumer meter was sent for testing to AE/LT meters who reported that the meter is in healthy condition against service connection No.5331515000249. AE/O/Cherivi recommended for revision of bill from June'17 to 12/2018. An amount of Rs.3,130/- was deducted from the bill on spread over vide RJ No. 17/07-2019.
3. Respondent No.1 filed written submission on similar lines.
4. Respondent No. 3 filed written submissions separately reiterating the facts that were mentioned by respondent No. 4 and further stated that total load is 3565 watts. The consumption billed is proportional to the existing connected load.

DESPATCHED

DATE

19/12

5. Personal hearing was conducted through video conferencing on 19.11.2019. Both parties reiterated their contentions.
6. The point for determination is whether the bill received for 3445 units in January'19 for Rs.25,953/- is liable to be revised ?

The account statement of the service connection No. 5331515000249 shows that supply was given on 06.02.2014. It appears meter was changed in the month of December '17 . The consumption from 01/17 to 04/2018 is in between 212 to 111 units.

The consumption in the months of June'18, July'18 and Aug'18 is as follows:

June'2018 - 464 units	July'18	357	August'18	302 Units
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Zero (0) consumption is recorded in October' 18 to December '18 under '09' status. In January'19 the consumption is shown as 3445 units. The consumption in February'19 and March'19 is shown as 551 and 593 units. The meter was changed in the month of March'19, after change of the meter the consumption is shown as 91 units in April'19. The consumption from May'19 to Nov'19 did not exceed 286 units.

The contention of the respondents that the 3445 units was apportioned from June'17 to December'2018 is not supported by any authority. The consumption from January'15 to the disputed date shows that the consumption is less than 500 units. So also even subsequent to the change of the meter in March'19 it is less than 286 units. There may be sudden jump in the meter due to system disturbances. So the contention of the respondents that consumer has to pay for all 3445 units consumption shown in the December'18 is not sustainable. So the consumption of 3445 units shown in the month of January'19 cannot be treated as accumulated consumption apportioning it between 06/2017 to 12/2018 is not sustainable.

In the circumstance of this case, the consumed units shall be assessed as per Clause No. 7.5.1.4.2 of GTCS which is as follows :

7.5.1.4.2 : *“ If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 Months when the conditions of working were not different”.*

The account statement shows that the consumed units by the consumer in the months of May'18, June'18 and July'18 was $337+464+357=1158$ units.

The average units per month is 386 units. The account statement shows that '09' status is recorded for 3 months. It is not the case of the complainant that he was not in the house and it was under lock and key. It is not possible to have nil consumption, if the consumer is residing in the house. So the recording of nil consumption from the months of October'18, November'18 and December'18 is not correct. Hence the consumption for these 3 months is also taken as the average consumption stated above i.e. 386 units. Respondents are directed to revise the bill taking the consumption as 386 units each for the months of October'18, November'18, Decemebr'18 and January'19 and withdraw the excess amount raised in the bill.

7. In the result respondents are directed to revise the bill taking the consumption as 386 units for the months of October'18, November'18, December'18 and January'19 and withdraw the excess amount raised in the bill.

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.