

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

On this the 6th day of June' 2020

C.G.No.156/2019-20/Vijayawada Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Independent Member

Between

K. Pothuraju,
Peddapatnam,
Krishna -Dist.

Complainant

AND

1. Assistant Accounts Officer/Machilipatnam
2. Assistant Executive Engineer/O/Machilipatnam
Rural
3. Deputy Executive Engineer/O/Machilipatnam
4. Executive Engineer/O/Machilipatnam

Respondents

* * * *

ORDER

1. The case of the complainant is that he is having service Connection No.6222343000598 near fish pond in Peddapatnam (V). He is receiving abnormal bill from the month of June' 18. When he made a complaint on this issue, he was informed that they will look into the problem and they will adjust the amount if found excessive and advised him to pay the bills accordingly. He paid the bills up to August' 18 even though he received excess bills. He applied for meter testing. After two months AEE from Vijayawada came and informed that meter is working properly. Subsequently also he received excessive bill. Again in the month of November' 18, AEE came and informed that there is no stock of CT meters. The fish ponds are vacant from January' 19 to 27.04.2019. New Meter was arranged on 27.04.2019. He started usage of the service from June' 19. Complainant is requesting to verify the consumption for the month of June' 19 and to compare with the previous bills and to do justice.
2. Respondents No.1 to 4 filed joint written submission stating that the supply was released to the consumer under LT Cat -V (C) Aqua culture in Peddapatnam Distribution of Operation Rural Machilipatnam with service No.6222343000598 for 49 HP. Later consumer has taken additional load of 29 HP and present contracted load is 77 HP. Consumer is not properly paying monthly bills from August' 18 alleging that he

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was receiving huge CC bills due to defect in the meter and lodged a complaint for meter testing at mee - seva. The meter was sent for testing on 27.04.2019 and found that the percentage of error is within the limits and MRI Data was also taken for analysis. After detailed analysis it was observed that the magnetic tampering was occurred within the meter for dates as mentioned in the annexure and the consumption recorded during the tampered period is 55703 units. In the bill issued during the defective period has been revised and withdrawn an amount of Rs. 1,14,748/- from the CC bill amount vide RJ No.08/10-2019. Total amount to be paid as on 21.12.2019 is Rs.6,79,939/-.

3. Personal hearing was conducted on 18.12.2019 and on 13.02.2020. Both the parties reiterated their contentions.
4. The point for determination is whether the CC bills from Jun'2018 to 27.4.2019 are liable to be revised?

The contention of the complainant is that even though he complained that he is receiving excessive bills from June'2018, he was assured that the bills will be adjusted if found excessive and persuaded him to pay the bills, even after two months as the matter was not settled. Two months after he applied for meter testing, AEE from Vijayawada came and represented that working of meter is in good condition. Again he came in the month of November'18 stating that there are no CT meters and it will be arranged later and the meter was changed on 27.04.2019. Complainant is requesting to compare the disputed months bills with the bills issued in the month of June '19 and revise the bills.

According to respondents after detailed analysis, it was observed that tampering was occurred within the meter for the dates mentioned in the annexure and the consumption recorded during tampered period is 55703 units. As seen from the tampering data the magnetic tempering of the meter has occurred for 24 times in between 16.02.2019 and 26.03.2019. Complainant is disputing about the issuing of bill from June'18 and his further contention is that the tank was empty from January'19 to 27.04.2019. The tampering took place in between 16.02.2019 and 26.03.2019 i.e. during the period the tank said to have been kept empty. Admittedly, if tank is kept empty consumption of electricity will be nil. There is no possibility of meter tampering when there is no consumption at all. Complainant did not file any documentary evidence to show about his production or any other material to substantiate that the consumption recorded in the meter is more than the actual

consumption made by him and also the tanks were empty from January' 2019 to 27.04.2019. AEE/CT Meters found that the percentage of error of the meter is within the limits and MRI data shown magnetic tampering between 16.02.2019 to 26.03.2019. Complainant has not filed any material before this forum that the bills issued by the respondents is not correct, excessive and liable to be revised. The contention of the complainant is that his consumption pattern of June'19 after change of the meter has to be taken into consideration and it has to be compared with the bills issued from June'18 to 27.04.2019 cannot be considered in the absence of any material to substantiate his version. The burden is on the complainant to prove that the consumption recorded in the meter is not correct. In the absence of any material to show that meter is not working properly, it has to be presumed that complainant utilised the power for his aqua culture. No authority is placed before this Forum to show that consumption of subsequent period can be taken into consideration for determining the consumption of previous period.

Respondents analysed the data and rightly withdrawn consumption of 55703 units and an amount of Rs.1,14,758/-. There are no merits in the complaint. The point is answered accordingly.

5. In the result 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 6th June' 2020.

Sd/-

Independent Member

Sd/-

Chairperson

True Copy

Member/Finance

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 within 30 days from the date of receipt of this order

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