

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 30th day of November' 2020
C.G.No:13/2020-21/Kadapa Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. V. Venkateswarlu

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Technical)

Independent Member

Between

M.Sai Prithvi Tej,
C/o. Amrutha Palae Heights ,
R.S. Road,
Opp RTC Bus Stand Out gate,
Kadapa.

Complainant

AND

1. Assistant Executive Engineer/O/Kadapa
2. Deputy Executive Engineer/O/Kadapa -2
3. Executive Engineer/O/ Kadapa

Respondents

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ORDER

1. The case of the complainant is that he is having LT connection No.2114101135548 at D.No.39/422 R.S. Road, Kadapa. The service was taken for Sri Amrutha Palace Heights. They received a bill on 3rd May for Rs.1,33,878/-. During that period the lodge was closed due to Covid lock down. When they have complained to AE, they said and informed that this was happened due to burning of capacitors and load was recorded heavily. At the time of lockdown one watchman was looking the premises and using only one light and fan. So there was no chance of getting high consumption. Inspite of his written complaint to respondents there was no response. Complainant also gave the particulars of bill for the months of April' 2020 to June'2020.The consumption for April' 2020 to June'2020 is 5516, 5091, 6451 respectively. The lodge was closed from 22.03.2020 to 28.05.2020.
2. Respondent No.2 filed written submission stating that service was located in front of RTC bus stand. All the lodges were closed during lock down period but the rooms in the consumers lodge was given to police personnel for rest purpose for attending Covid -19 duties. On the same premises beside the other lodge in the name of Sri Siva Sai

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Residency also used by police personnel. The meter was in good condition and consumed utilized supply. They have also suggested testing of the meter. Respondent No.2 also furnished the details of the particulars of consumption for both the services used by Sri Siva Sai Residency HT SC No. CDP-257 and Sri Munaga Sai Prithvi Raj SC No.2114101135578.

3. Personal hearing through video conferencing was conducted on 19.08.2020 and 09.11.2020. Complainant during personal hearing filed certificate issued by the Sub Divisional Police Officer, Kadapa to the effect that police department never utilized Amrutha Palace Heights in the months of April and May'2020 i.e. during lock down period on account of Covid -19 pandemic.

Complainant stated that the premises was lock and key due to lock down and it was not used by any person. The contention of the respondents that the premises was used by police personnel for rest during the lock down period is not correct. He also filed certificate to that effect issued by Sub Divisional Police Officer, Kadapa.

On the other hand the contention of the respondents is the meter is in healthy condition. It is located near to the Distribution transformer, the same meter is being continued till today. Complainant is not disputing the correctness of the present meter reading. Complainant was also advised to pay fees for testing the meter but complainant did not come forward. Complainant utilized the service for that reason only high consumption is recorded.

4. The point for determination is whether there are any grounds to revise the bill issued for Rs.1,33,878/- on 3rd May'2020?

Complainant in his complaint stated that after receipt of bill dated 03rd May for an amount of Rs.1,33,878/-, he made a complaint to AEE who in turn sent the checking squad and they informed him that load was recorded heavily on account of burning of capacitors. Complainant did not produce any evidence that capacitors were burnt and they were replaced. Respondents in their written statement have given particulars of the meter regarding for the months of April'2020 to June'2020. The power factor is shown as 0.83, 0.81 and 0.88 in the months of April'2020 to June'2020 respectively. According to respondents there is no abnormal variation of consumption compared to last year and Power Factor recorded is also not abnormally low. The pattern of power factor given by

the respondents for the above 3 said months is constant in between 0.83 to 0.88 and there is no evidence about the failure of capacitors.

It is an admitted fact that the same meter is continued till today. Complainant also did not state as to why he did not apply for testing the meter even after he was advised by the respondents to do so. It is not possible to conclude in the absence of any evidence that complainant did not utilize the electricity during the lock down period on account of Covid-19. When the meter is healthy and when there is no other material on the record to show that the consumption recorded in the meter is not correct, the recorded consumption in the meter has to be taken into consideration. Merely because respondents fail to prove that police personnel used the premises for rest during Covid period as the premises is opposite to bus stand though averred the same in their written statement is itself is not sufficient to come to conclusion that the premises was not at all utilized for any purpose during the lock down period. It is for the complainant to prove that the consumption recorded in the meter is not correct. The initial burden is always on the complainant to prove his case. It is not possible for the respondents to prove for what purpose the electricity was used in the premises during the lock down period. In the absence of any material to prove that consumption recorded in the meter is not correct, complainant is liable to pay the electricity charges as per the terms of the agreement. There are no merits in the complaint. The point is answered accordingly.

5. In the result 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 30th November 2020.

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 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.