

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

**On this the 2<sup>nd</sup> day of June' 2021**  
**C.G.No:79/2020-21/Kadapa Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri Y. Sanjay Kumar**  
**Sri. Dr. R. Surendra Kumar**

**Chairperson**  
**Member (Technical)**  
**Independent Member**

***Between***

P. Konda Reddy,  
S/o. P. Venkata Subba Reddy,  
5/77,  
Potladurthi,  
Proddatur,  
Kadapa Dt.

Complainant

***AND***

1. AssistantAccounts Officer/ ERO/Yerraguntla
2. Deputy Executive Engineer/O/Yerraguntla
3. Executive Engineer/O/ Proddatur

Respondents

\* \* \*

**ORDER**

1. The case of the complainant is that he is having service connection No. 2234504001808 of Potladurthi (NS Cat-III) Yerraguntla Rural Section Proddatur Division, Kadapa Circle. He received abnormal bill for an amount of Rs.12,901/- in the month of 11/2020 when compared to his usage. The meter reader has issued CC bill on 07.11.2020 stated as 1666 units even though there is no utilization of power supply from 07.09.2020 to 08.11.2020 due to quarry submerged with rainy water. From 09.11.2020 onwards the power supply is being utilized to drain out the rain water. Hence there is no scope to utilize the power supply upto 08.11.2020. Hence requested to revise the CC bill for the month of 11/2020. He also enclosed a photo showing that his mine is submerged with rain water.

Subsequently another representation was sent by complainant dt:08.02.2021 stating that he received electricity bill for the month of October' 2020 for an amount

**DESPATCHED**  
C.G.No.79/2020-21/Kadapa Circle

Page 1

**DATE**

3/6

of Rs.24,593/- which is an abnormal. The meter reader issued CC bill on 06.10.2020 for 3206 units stating that meter reading is not visible in the meter due to display failure, even though there is no utilization of power supply from 07.09.2020 to 08.11.2020, due to submerging of quarry with rain water. The meter was replaced on 21.10.2020. After receipt of electricity bill for the month of October'20 he submitted a representation to concerned authorities stating that there is no utilization of power supply. Later they have withdrawn an amount of Rs.21,673/- in the month of 11/2020. Again that amount was added to electricity bill in the month of 01/2021 for the reasons not known to him and without serving any notice on him. Hence he also requested to revise the bill from 07.09.2020 to 08.11.2020 as the quarry was submerged with rainy water.

2. Respondents No.1 to 3 filed joint written submission stating that service was released in the name of P. Konda Reddy M/s. Venkateswara Slabs, Potladurthy Distribution, Yerraguntla Rural Section for a contracted load of 22 HP for the purpose of slab stone cutting and service No. 2234504001808 was released on 04.01.2011. The meter provided at the service has failed to display the reading. Hence it was replaced with a new meter on 21.10.2020. In accordance with GTCS, the average consumption of preceding 3 months is arrived at 1666 units and adopted for billing and a bill for Rs.12,901/- has been issued. There was a continuous progressive reading up to October' 2020. Therefore the contention of the complainant that there was no utilization of power is not based on facts.
3. Personal hearing was conducted through video conferencing on 20.04.2021. Heard complainant and respondent No. 3. The concerned AE was also present. According to the complainant there was no power supply between 07.09.2020 to 08.11.2020 and HT fuse was removed. Complainant further stated lineman removed the fuse on 07.09.2020. But according to AE, HT fuse was removed on 19.09.2020 and fuse was restored on 03.11.2020.
4. Subsequently AE also sent copy of register of interventions and the entries in it shows that on 19.09.2020 HT fuse near the mines was removed. The oral version

given by AE in the personal hearing is quite different from the written submission submitted by the respondents. So the oral admission made by AE in the personal hearing that the fuse was removed on 19.09.2020 and restored on 03.11.2020, can be taken into consideration. Though complainant stated that fuses were removed on 07.09.2020 and restored on 08.11.2020, he has not placed any documentary evidence to support his version. So the admitted version by AE can alone be taken into consideration. When respondents removed fuses on account of quarry submerged with rain water levying bill for that period on the average consumption of preceding three months is not legally sustainable. As per the version of respondents, there was no display in the meter and meter was changed on 21.10.2020. Though the meter was changed, in view of removal of fuse by the respondents there would be no usage of electricity by the complainant till 02.11.2020. Hence Complainant is only liable to pay minimum charges i.e. fixed charges for the period between 19.09.2020 to 02.11.2020. Respondents are entitled to collect CC bill on average of three consecutive months as per Clause No. 7.5.1.4.1 of GTCS from 05.09.2020 to 18.09.2020. Complainant is also liable to pay CC charges as per the readings in the replaced meter from 03.11.2020 onwards.


5. In the result respondents are directed to revise the bill as observed above in para 4 of the order and submit compliance report within 15 days from the date of receipt of this order.

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

**Forwarded By Order**

  
Secretary to the Forum

**This order is passed on this, the day of 2<sup>nd</sup> June'2021**

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3<sup>rd</sup> 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.

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> 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, 4<sup>th</sup> Floor, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.