

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

On this the 24th day of September' 2020

C. G. No: 12 /2020-21/Ongole Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Chairperson

Sri. A. Sreenivasulu Reddy

Member (Finance)

Sri. V. Venkateswarlu

Member (Technical)

Sri. Dr. R. Surendra Kumar

Independent Member

Between

Ch. Rajesh,
C/o. Southern Pest Control
Plot No.244,245,
Industrial Growth Centre,
Gundlapalli,
Maddipadu(M),
Prakasham dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Ongole Rural
2. Deputy Executive Engineer/O/ Ongole Rural-1
3. Executive Engineer/O/ Ongole

Respondents

ORDER

1. The case of the complainant is that he is having service connection No.4344209001446 with 74 HP since 24.06.2015 in the name of Southern Pest Control at Gundlapalli Industrial Estate. They are receiving huge bill every month. Even though they reported the matter to the field officers, they are assuring that they will resolve the issue but they did not resolve it. Bills are issued for 1.0 MF instead of 0.5 MF. Hence requested to revise the bill.
2. Respondent No.3 filed written submission stating that respondent No.2 has noticed the wrong billing MF of 1.0 instead of actual MF of 0.5 in respect of ISC. No. 4344209001446 from the date of releasing of supply dt: 24.06.2015 and informed to AAO/ERO/Rural/Ongole with a request to change MF 1.0 to 0.5 in billing software.

DESPATCHED
DATE

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Accordingly AAO changed the MF 1.0 to 0.5 on 14.05.2020. A letter was addressed to SE/Operation/Ongole on 21.05.2020 with a request of necessary instructions for withdrawal of excess bill issued with wrong MF. Awaiting for the instructions.

3. The point for determination is whether the consumer is entitled for revision of CC bills from the date of supply i.e. 24.06.2015 to till-14.05.2020?

Respondent No. 3 himself admitted that due to inadvertent mistake MF was taken as 1.0 instead of 0.5 from the date of release of service and after it was detected by ADE the same was rectified on 14.05.2020. So it clearly shows that respondents raised excess bill against the consumer from the date of release of service to 14.05.2020. Respondents are not entitled to keep the excess bill collected by them and it has to be adjusted towards future CC bills. The contention of the respondents that they wrote a letter to SE/O/Ongole for instructions and the submission of SE/ Office in video conferencing on 20.06.2020 that they are writing to Corporate Office for instructions is not at all tenable. Respondents have not shown any authority that permission has to be obtained from Corporate Office or SE office as the case is for adjusting the excess bills collected from the consumer by inadvertent mistake. Admittedly respondents have collected excess bills from the consumer and from the date for which they raised excessive bills is given by themselves in their written statement. Hence the date of release of service from which date the excess bills collected i.e.24.06.2015 has to be reckoned for adjusting the amount towards future bills till the date of rectification of mistake i.e. 14.05.2020. The point is answered accordingly.

4. When complainant was contacted over phone by the staff of the Forum on 10.08.2020 at 12.20 P.M. he expressed his satisfaction in resolving his grievance so far as change of MF is concerned.

