

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

On this the 25th day of June' 2021
C.G.No.1/2021-22/Tirupati Circle

Present

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

Chairperson
Member (Technical)
Independent Member

Between

G. Mahatma Gandhi,
S/o. M. Guna,
1-374,189,
Kothapalli,
Gudipala,
Chittoor -Dist

Complainant

AND

1. Assistant Accounts Officer/O/Chittoor Town
2. Deputy Executive Engineer/Chittoor Rural-2
3. Executive Engineer/O/Chittoor Town

Respondents

ORDER

1. The case of the complainant is that a service connection bearing No. 5113307002598 is in the name of his mother M. Kamala for their house. He received an electricity bill for Rs.2,664/- in the month of January' 2020. He has been continuing to use electricity in usual way for all the months. Hence there is no point of sudden abnormal increase in the consumption of electricity.

He also addressed letters on 10.01.2020 and 08.02.2021 to AE/ Kotahapalli sub- station with a request to replace the new meter. The sub ordinates of AE replaced the meter with a low quality and non functional meter to the wall of his house. The staff used to come every month, create a bill by obtaining the photo of the meter and leave without issuing any

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bills. In spite of his repeated requests they have not changed the meter and rectified the bills. Finally in the month of February' 2021 he received a bill with dues of Rs.4,091/-. Hence a good quality meter may be provided and rectify the bills.

2. AAO/ERO/Chittoor Town alone filed written submissions stating that the consumer notified as scheduled caste and accordingly as per government order he was supplied power at free of cost upto a maximum 200 units per month. If the utilization is beyond 200 units per month the entire units has to be charged. The allegation that he received excess bills is false. The consumption from 08/19 to 10/19 is below the maximum of 200 units and no amount was collected from the consumer. But the consumption recorded in 11/19 and 01/2020 is 383 units and 464 units respectively and hence CC bills issued accordingly. The consumer is liable to pay the bills for both months. From 02/2020 onwards no consumption recorded due to removal of the existing meter by AE/Kothapalle. AE removed the meter on 18.01.2020 with a Final Reading of '6216' and installed a new meter with Initial Reading of 0000 with same capacity and the same is functioning well. The MRT lab tested the meter and found the performance is good. After test of the meter at AE's office for the successive months the consumption is shown as zero and with the same Final Reading of 6234 from 02/2020 to 03/ 2021 . Meanwhile the new meter was installed at the consumer premises recorded the consumption for the period between 02/2020 to 03/2021 has not displayed and as the removed meter was in good condition and show old meter readings for all the months in the IRDA machine. The manual reading does not accept in the system except IRDA readings. After removal of old meter and its capacity in the IRDA machine, the new meter and its initial reading was recorded in the IRDA machine and activated it to record the readings. So the accumulated consumption from 02/2020 to 04/2021 recorded as 1516

units. The same should get billed in the month of April' 2021 as per tariff rates duly deducting the monthly minimum and net bill being issued to the consumer for enabling payment. There are no substantial technical lapses and mode of billing procedure adopted by APSPDCL authorities has established. This complaint is filed only on assumption and based on baseless allegations. Hence the complaint may be dismissed.

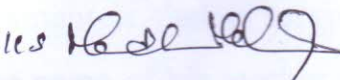
3. Subsequently complainant when contacted over phone on 01.06.2021 at 11.15 A.M by the staff of the forum, he reported that his grievance is resolved. He also filed a memo that his grievance is resolved out of the forum and may be dismissed.
4. In as much as the grievance of the complainant is resolved by the respondents the complaint is accordingly settled.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 25th June'2021

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.

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 , 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.