

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 19<sup>th</sup> day of August' 2021**  
**C.G.No.05/2021-22/Anantapur Circle**

Present

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

Chairperson  
Member (Technical)  
Member (Finance)  
Independent Member

*Between*

S. Sreedhar Gupta,  
M/s. Aravind Industries,  
Plot No. 46,47 and 54  
Industrial Estate,  
Gooty Road,  
Guntakal,  
Anantapur Dt.

Complainant

AND

1. Executive Engineer/O/Gooty  
2. Superintending Engineer/O/Anantapur  
3. SAO/Anantapur

Respondents

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**ORDER**

1. The case of the complainant is that Dy.EE/O/Guntakal recorded the consumed units KVAH as 1173269 on 02.04.2021. But bill issued for KVAH units as 1173327 vide bill No.2101302002 dt: 05.04.2021 with an excess of 58 units.

Again Dy. EE/O/ Guntakal recorded consumed units as 1202463 as on 01.05.2021. But the bill issued on 05.05.2021 shows that the consumed units as 1202564 with an excess of 101 units.

2. / The Superintending Engineer /O/Anantapur filed written submission stating that HT service ATP 501 of M/s. Aravind Industries located at Guntakal of

**DESPATCHED**

DATE

19/08

Anantapur Dt. with CMD of 120 KVA under Cat-III (A) at 11 KV voltage level. Corporate Office, Tirupati issued instructions to be billed through AMR reads (Automatic Meter Reading) vide Memo of CGM/O&M/SPDCL/TPT/GM/O/F.No./ D.No.425/21Dt: 17.03.2021 . Accordingly compatible meters and modem have installed and issued the bills through AMR readings.

S.No.	Consumption Month	Billed Month	Opening KWH	Opening KVAH	Closing KWH	Closing KVAH
1	Mar-21	Apr-21	1129596	1143803	1159013	1173327
2	Apr-21	May-21	1159013	1173327	1187802	1202564
3	May-21	Jun-21	1187802	1202564	1208843	1223819

The above tabular form shows that readings which were taken for the purpose of billing was taken automatically by AMR readings through modem compatibility and final readings are also considered as initial readings in the next month billing, which was not caused any shortfall in the billing units. Meter by default has taken automatic meter reading on 01.05.2021, however the consumer has mistakenly presumed that 101 units was unnecessarily billed and issued and the same issue was ultimately intimated to the consumer.

3. Personal hearing was conducted through video conferencing on 22.07.2021. Mr. Sridhar Gupta, General Manager Respondents.No.1 and 3 present and heard. Respondents were directed to submit MRI dump and complainant also requested to furnish the copy of monthly register of recording units.
4. The point for determination is whether respondents have collected CC charges excessively for 58 units in the month of April'2021 and 101 units in the month of May'2021 and the same is liable to be adjusted?

According to the respondents, the readings recorded automatically by AMR were only considered for issuing of bill and the manual recording of units is not taken into consideration while issuing CC bills, there will be time gap between the recording of manual recording by Dy.EE and recording in AMR. So there may be difference in recording of units between them and the same could not be considered. Opening and closing recorded units by AMR alone taken for calculating CC charges and no excess amount was collected from the complainant.

High accuracy compatible meters are provided in all HT services having more than 500 KVA contracted load through AMR i.e. with latest innovative technology to facilitate meter reading and billing. It appears respondents also continued the procedure of recording of units manually through their field officers to ascertain whether the recording in AMR is properly functioning. Respondents are only issuing bills basing on the reading through AMR only. The recorded units manually are not taken into consideration while raising the bills. Certainly there will be time gap between manual recording and AMR recording.

In this case the monthly consumption as per the bills is 29417 KWH units in April' 2021, 28789 KWH units in May'2021 and 21041 KWH units in June'21. So the average consumption per day in the month of April'21 and May'2021 is around 980 units and 959 units respectively. So, even if manual reading and AMR reading were taken on the same day there would be some difference in recording of units between them if there is a time gap in recording the units. In this case the difference of units is 58 units and 101 units in the months of April'21 and May'21 respectively. The tabular form of consumption given by respondents in written statement shows that bills were issued basing on the opening and closing recorded units of KVAH under AMR only and CC bills were not raised basing on the manual recorded units. So it can be safely concluded that there is no excess billing in this case. Complainant filed this complaint only on suspicion that excess billing

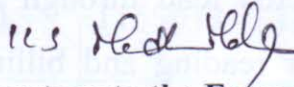
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DATE 19/08

was made on the ground that there is a difference in recording of units between manual recording by Dy.EE/O/Guntakal and AMR. But in fact no excess billing was collected from the complainant. There are no merits in the complaint. The point answered accordingly.

5. In the result the complaint is dismissed.

Sd/- Sd/- Sd/- Sd/-  
Member (Technical) Member (Finance) Independent Member Chairperson

Forwarded By Order

  
Secretary to the Forum

**This order is passed on this, the day of 19<sup>th</sup> August'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, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.