

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

On this the 31st day of January'2022

C.G.No.52/2021-22/Anantapur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. Y. Sanjay Kumar

Sri. K. Ramamohan Rao

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Technical)

Member (Finance)

Independent Member

Between

M. Sreedevi,

W/o.K.Venkata Konda Reddy,

C/o. Gowri Sankar Slabs

1/40, Chukkalur Road,

Sunkalammapalem,

Sajjaladinne,

Tadipatri,

Anantapur Dt.

Complainant

AND

1.Assistant Accounts Officer/ERO/Tadipatri

2.Deputy Executive Engineer/O/ Tadipatri

3.Executive Engineer/O/Gooty

Respondents

ORDER

1. The case of the complainant is that she is having ISC.No. 7231127000241 and an amount of ₹.49,815 was illegally added in CC bill . No Provisional Assessment Order was issued, no opportunity was given to file objections.The amount was added without Final Assessment Order violating the GTCS rules.
2. Respondents filed written submission stating that service No.7231127000241 is released under Cat -III on 26.12.1991 with a connected load of 75.5 HP.The service was inspected on 22.12.2020 at 15. Hrs by Mr. K. Ramanjaneyulu Reddy, DEE/DPE/Anantapur. On intimation received from AE/O/ Rural/ Tadipatri regarding defect in the meter, AE/ CT Meters-II/Anantapur inspected on 22.12.2020 and observed that the

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voltages in meter display are RN-237.52 V , YN-77.56V , BN-157.23 V and currents are IR 2.71A , IY-2.71A , IB- 2.27 A .Hence found voltage drop in Y& B phases of the meter. But the consumer is utilizing healthy 3 phase supply. AE/CT Meters –II /Anantapur rectified the Y& B phase's voltage drop and restored the normalcy. All the scrolling parameters are recorded in the test report.The percentage error communicated is (-)50.63 %. Basing on analysis of MRI Dump and consumption pattern in CBS, it is found that voltage drop occurred from 6.10.2020 with opening KVAH reading 189579 up to 22.12.2020 with closing KVAH reading 193172.Hence short billing is done for the meter defective period. As the MF - 2.0, the consumed units are multiplied with MF-2.0. Difference of arrived units is $193172-189579=(3593 \text{ units} \times 2.0)$ i.e. 7186 units are recorded by the defective meter. This is a case of shortfall billing for the meter defective period. Provisional Assessment Order was issued as per Clause. 7.5.1 of GTCS for an amount of ₹.49,822. The case was booked under shortfall back billing. Provisional Assessment notice was issued on 15.6.2021. In 6/2021 back billing amount of ₹.49,822 has been included and raised in consumer ledger. EE/O/Gooty has issued Final Assessment order in September'2021 for the same amount.Consumer is due of ₹.38,227 as on 15.11.2021. The service is in live status.

3. Rajasekhar S/o. of Complainant was present in the personal hearing conducted through video conferencing on 11.01.2022. Dy.EE/O/Tadipatri present on behalf of Respondents.
4. The point for determination is whether the shortfall bill raised against the service No. 7231127000241 for an amount of ₹.49,822 on account of voltage drop in Y& B phases for the period between 6.10.2020 to 22.12.2020 is liable to be withdrawn?

The contention of the complainant is that no notice for testing of meter was given, no notice for Provisional Assessment Order was served but directly included in CC bill and also no Final Assessment Order was served on the complainant.

According to respondents DEE/DPE/Anantapur inspected the premises at 3.00 P.M on 22.12.2020 and on intimation from AE/O/Tadipatri Rural, AE/ CT Meters /Anantapur inspected the premises on the same day at 3.00 P.M and found that there was voltage drop in Y& B phases and percentage of error is (-) 50.63%. The same was rectified by AE/CT Meters /Anantapur. Basing on analysis of MRI dump and consumption pattern at CBS it was found that less units of 7186 ($193172-189579 = 3593$ Units X MF-2.0) were recorded in defective meter and shortfall bill was raised for defective period between 6.10.2020 to 22.12.2020. Respondents also filed copy of the meter test report which shows that Mr. B. Rama Sura Reddy, AEE/CT Meters- 2/Anantapur inspected the premises on 22.12.2020 at 3.00 P.M. and found voltage dropping of Y& B phases and the error was (-)50.63%, the details were mentioned in the meter test record. One K. Lakshmi Narayana worker was said to be present and signed in the report.

Rajasekhar S/o. of the complainant stated no person by name K. Lakshmi Narayana worked with them. Respondents also furnished the details of CBS (Common Billing Software) report. Respondents admitted that there is no copy of acknowledgment to prove that Provisional Assessment Order and Final Assessment Order were served on the complainant.

The report of AE/CT Meters/ Anantapur clearly shows that the defect in the meter was found by him and he rectified the voltage drops in B phases at the spot. There is no necessity for AE/CT Meters/ Anantapur falsely to state that one K. Lakshmi Narayana worker was present at the time of inspection. The presumption is that officers performed their acts regularly as per the procedure.

