

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

On this the 14th day of October' 2021

C.G.No.27/2021-22/Kurnool Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao

Sri. R.M.M. Baig

Sri. Y. Sanjay Kumar

Sri. Dr. R. Surendra Kumar

Chairperson

Member (Finance)

Member (Technical)

Independent Member

Between

B. Yella Krishnaiah

475,

Indiramma Buildings,

Gondiparla,

Kurnool Dt.

Complainant

AND

1. Assistant Accounts Officer /O/Kurnool Rural

2. Dy. Executive Engineer/O/APSPDCL/Kurnool

3. Executive Engineer/O/APSPDCL/Kurnool

Respondents

ORDER

1. The case of the complainant is that he is having service connection No.8322213000925 and the service is covered under SC subsidy scheme. He and his wife are alone residing in a small room having 1 Fan, 1 TV and tube light, but he received a bill for Rs.4,111/-.
2. Respondent No.1 filed written submission stating that except in 3 months i.e.in 06/2020, 08/2020 and 10/2020 , CC bills for other months were nil as the service is under subsidy scheme. The consumption in the month of 06/2020 was 228 units, hence billed for Rs. 1,106/- , the consumption in the month of 08/2020 was 321 and CC bill issued for Rs.1,792/- and in the month of October' 2020 the consumption was 202 units and CC bills issued for Rs.697/- and bills were under IRDA billing.
3. EE/O/Kurnool also filed written submission separately on similar lines.

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4. Personal hearing through video conferencing was conducted on 21.09.2021. Complainant and his son Mohan were present. Respondents present.

Complainant's son represented that complainant and his wife alone are residing in the house for few months only in the year. Their consumption is minimum. The meter was shown the same reading in the month of August'2021. There is a defect in the meter, hence the bill has to be revised.

Respondent No. 2 represented that there is another portion to the house. In some months there was consumption, meter was stuck up only in the month of August' 2021. But the complaint is in respect of three months in the preceding year, meter was working properly at that time. Since the consumption exceeded the limit of 200 units, complainant is liable to pay for all the units. Bills were raised as per the consumption and complaint is liable to be dismissed.

5. The point for determination is whether there are any grounds to revise CC bills of June'2020, August'2020 and October'2020?

The account statement of the service No.8322213000925 from June' 19 to August'21 shows that the consumption is not uniform in some months, it is less than 100 units and in some other months it is between 130 to 199. Only in 3 months i.e. in June'2020, August'2020 and October' 2020 the consumption exceeded 200 and it was 228, 321 and 202 respectively. The consumption in July'2020 was 162 and in September'2020 was 171. The pattern of consumption from June'20 to October'20 shows that after consumption exceeded 28 units (228-200) in June' 2020 it was reduced again the consumption was increased by 120 units (321-200). Again it was reduced to 171 units and again exceeded by two units (202-200) and again decreased to 147 units in Nov'2020 and again increased to 199 units.

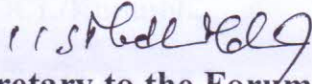
So the above consumption pattern clearly shows that consumption of the complainant is not uniform and it was changing from month to month. Admittedly complainant did not present complaint immediately after consumption was increased and meter was not tested at that time. It cannot

be concluded that the meter was not functioning properly during the disputed months only on the ground that meter was stuck up in August' 2021. i.e. after one year. Merely because complainant says that his consumption is less but the consumption was shown as more in the meter is itself is not sufficient to revise the bill. In the absence of any material to show that meter was defective only during the disputed months and on mere suspicion that consumption was not correctly recorded in the meter is itself is not sufficient to revise the bill. There are no merits in the complaint. The point answered accordingly.

8. In the result complaint is dismissed.

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

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 14th October 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/ Tirupati.

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.