

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.25 /2021-22/ Nellore 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

Y. Vishnu,
Chennarayunipalem (V),
Bogolu (M),
Nellore Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/N.R. Palem
2. Deputy Executive Engineer/O/N.R. Palem
3. Executive Engineer/O/Kavali

Respondents

ORDER

1. The complainant filed a complaint before this Forum stating that he has taken the premises for lease and utilizing for aquaculture purpose and he has service bearing SCNO.3251518000139. The department levied huge amount of CC bill of ₹.2,02,358 towards Back Billing charges for the period from 12/2019 to 1/2020 stating that the meter was burnt . Hence requested the Forum to revise the huge amount of CC bill levied for the said service. The case was registered as C.G.No.25/2021-2022/Nellore Circle and sent to Respondents for written submissions.

2. The Respondent No. 3 has submitted his written submission on 2.11.2021 stating that EE/DPE/Nellore has inspected the service on 19.5.2020 and

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noticed that the service meter was in burnt condition and hence short billing is recommended for the months of 12/2019 and 1/2020 for an amount of ₹.2,02,358 based on the recommendations, the Deputy Executive Engineer/Operation/N.R.Palem has issued short billing notice to the consumer.

He further stated that the complainant filed a complaint before this Forum for withdrawal of Aqua subsidy from the assessed amount. The AE/O/Alluru Rurals has submitted the withdrawal proposal towards withdrawing the subsidy amount and the AAO/ERO/N.R.Palem has withdrawn the Aqua subsidy amount of ₹.1,21,551 and the amount was credited to consumer account vide R.J. No.08/09-20/21.

3. Personal Hearing through Jio meet was conducted on 7.12.2021.

Complainant present and the EE/O/Kavali present.

The Complainant stated that he is not satisfied with the withdrawn amount of ₹.1,21,551 as the jumpers were disconnected by the department in the month of November'2019 to his service for non-payment of CC charges.

In view of the above representation of the complainant, Respondent No.3 was directed to submit the meter change slips and MRT test report from EE/M&P/Nellore and other connected details for the said service and the case was adjourned.

4. On 10.1.2022 the Respondent No. 3 has submitted another written submission stating that the Deputy Executive Engineer/O/N.R. Palem has personally inspected the service on 10.8.2020 and enquired the adjacent consumers regarding culture where in the consumers said that the culture was completed during 10/2019 and ponds are kept vacant from then 1/2020 which was in accordance with the statement of original consumer/complaint. Based on the Deputy Executive Engineer/O/NR Palem inspection report and the bills produced by the consumer regarding sale

of prawns during 10/2019 and letter of VRO/ Isukapalli duly counter signed by the Tahsildar/Alluru regarding culture in ponds and on field inquiry it was found that ponds were kept after the culture was completed during October'2020 until next culture starting during Feb' 2020 and recommended for revision of back billing. A letter was addressed to SE/O/ Nellore who has accorded premission for withdrawal of back billing. Final assessment order was issued by withdrawing 2,02,358 /-

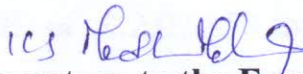
5. Again personal hearing through Jio meet was conducted on 11.1.2022 and the complainant has stated that his grievance was resolved by the department and requested to close the complaint.

The inspecting officers should be careful before raising back billing . They are not expected to raise back billing without physically verifying the service in the premises and basing on the record available in the accounts office. Had they have raised back billing after verification of the relevant records and after inspection of the field, this episode had not been occurred at all.

6. In as much as the grievance of the complainant is resolved, the complaint is disposed off in favor of the complainant.

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

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 31st January'2022

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.