

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

On this the 9th day of May'2022

C. G. No:75//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

Shaik Riyaz,
2-109,
Near Post Office,
Allipuram,
Nellore .

Complainant

AND

1. Assistant Accounts Officer/ERO/Nellore Rurals
2. Deputy Executive Engineer/R/Nellore
3. Executive Engineer/Rurals/ Nellore

Respondents

ORDER

1. The complainant filed a complaint before this Forum stating that he is running Ice candy factory and he is having SC.No. 3511225003096. The department levied huge amount of CC bill for the months of January'2022 and February'2022. The Complainant stated that he is getting huge amount of CC bills after replacement of meter only. He informed the same with departmental authorities and requested to resolve his problem. On the advice of the department personnel, he replaced the Capacitor from 10KVAR to 5KVAR. But still he is receiving abnormal bills.
2. The Complaint of the Complainant is registered as C.G.No.75/2021-22/Nellore Circle.
3. The Complainant also filed an Interim application requesting to give directions to the Respondents not to disconnect the service connection till the disposal of his complaint and the same is allowed restraining the Respondents from disconnecting the service connection for non-payment of the disputed bill during the pendency of the case before this forum on payment of ₹.13,400, ¼ th of the disputed amount of

DESPATCHED

DATE 9/5

₹.53,483 within 7 days from the receipt of the orders vide IA No.09/2021-2022/Nellore Circle.

4. Since the grievance of the Complainant is that he is receiving abnormal bills only after the change of the meter, it is just and necessary to get the meter tested for resolving the grievance. Hence EE/M&P-2 /Nellore is directed to instal check meter and test the accuracy of the disputed meter and also if necessary, to test the meter in the MRT lab as per the procedure provided in Clause. 7.3 of GTCS.
5. Joint written submission submitted by the Respondents stating that as per office records this service number SC.No.3511225003096 was released under Cat-III on 8.3.2019 in the name of Mr.Shaik Riyaz with connected load 20HP with a CT operated Meter.

The consumer paid all the CC charges from the date of release of supply to 01/2022. In January'2022 the CC bill was issued under meter stuck up (02) status by the meter reader (Asst.Engineer/Rural-1/Nellore). As per SBM software the service was billed with 2360 units with an amount of ₹.17,142.As per SBM software the average bill was calculated based on healthy billing months

i.e.,9/2021	-	1704 units.
10/2021	-	1185 units.
11/2021	-	651 units.

Total units = $(3541/3*2=2360$ Units. Average units)

In February'2022 this service meter was replaced with new meter and generated the bill for the 5178 units with ₹.36,342 under status Live (01) by the meter reader (Asst.Engineer/Rural-1/Nellore). As per SBM software, this bill was calculated for 5178units i.e., average units 236+ Initial Reading 4942 units .

6. Personal hearing through Jio meet was conducted on 16.3.2022. Respondent.No. 3 present. Complainant present and stated that the EE/M&P-2/Nellore has not inspected the service as per the dierections issued by this forum and requested to resolve his greivance. Hence the case is adjourned and instructed EE/M&P-2 /Nellore to inspect the premises

7. On 21.3.2022, the EE/M&P2/Nellore has submitted the report which is as follows:-
- 1) The service meter ISC No.3511225003096 & Meter Sl.No.4890548 Make:L&T was tested on 19.3.2022 and found the +0.80% error and within limits.
 - 2) The service meter was changed with New meter Sl.No.7179756 Make:Genus was tested on 19.3.2022 and found the +0.90% error and within limits.
 - 3) The meter removed was packed and taken to MRT Lab and tested in the presence of Consumer and test results are within limits.
8. Personal Hearing through Jio meet was again conducted on 12.4.2022. Respondent 3 and Complainant present. Heard both sides.
9. The point for determination is whether the CC bills for the months of January'2022 & February'2022 are liable to be revised?

According to the Respondents CC bill in the month of January'2022 was issued under meter stuck up (02) status and average bill was calculated basing on the consumption in September'2021, October'2021 and November'2021 for an units of 1704, 1186 & 651 $(3541/3*2)=2360$ units. The meter was changed on 11.1.2022. The bill for February'2022 was generated by SBM software for average units of 2360 (till the meter was changed) and reading in the new meter 4942 units and bill was issued for 5178 units.

The bill information from March'2020 to October' 2021 is in between 1970 units (March'2020) and 651 units (November'2021). The service was under status '3' (under disconnection) in July'2020, August'2020 & September'2020. It is under '9' status (PNE-Party not used) in December'2021. It is under '2' status (stuck up) in January' 2022.

Respondents did not state under what provision they have empowered to multiply the average monthly units with two (2) to issue average bill for the month of January'2022 on the ground that the meter was Stuck up. Had Respondents suspected that the meter was running slowly, they have to send the meter to the MRT lab to ascertain whether the meter was running slow even prior to stuck up. In the absence

of any regulation issued by Hon'ble APERC and provisions in GTCS to enable the Respondents to raise bill for the double units for the stuck up period, they are only entitled to issue bill for the month of January'2022 basing on average units calculated as per Clause.7.5.4.1 and 7.5.4.2 of GTCS.

Respondents while calculating average bill for the month of January'2022, the consumption in the months of September'2021, October'2021 and November'2021 were taken in to consideration. The consumption in November'2021 is only 651 units. Admittedly complainant did not run the industry in December'2021. November is a off season for ice candy business and in January'2022, it was found that meter was stuckup. So it is appropriate to take consumption of August, September and October 2021 for arriving average consumption for the month of January' 2022. The consumption in the months of August, September and October' 2021 is 2109, 1704 and 1186 units respectively. Average units per month is 1666 units. Bill has to be raised basing on average units of 1666 units for the month of January'2022.

Respondents raised bill in the month February'2022 for 5178 units i.e., average units of 2360 till the change of the meter on 11.1.2022 and closing reading of units in the new meter of 4942 units. Since the Complainant raised a doubt with respect to the functioning of the meter, this forum directed to instal a check meter and test the accuracy of the disputed meter and also if necessary to test the meter in MRT lab as per Clause 7.3 of GTCS in IA.No.09/2021-2022/Nellore Circle dated:26.2.2022. But check meter was not installed and recorded units. After complainant reported that meter was not tested as per the orders of this forum in the personal hearing and directions were issued. Then the meter was removed, tested in the MRT lab and found it as healthy and working in good condition.

Complainant sent meter readings on 14.3.2022 and 15.3.2022 mentioning the readings as KWH 1193, 1175 and KVAH 1915, 1991 and still complaining that the meter is not recording correctly and recorded more units than consumed. Complainant himself stated as per the advice, he reduced the rating of capacitors from 10 KVAR to 5 KVAR for a contracted load of 20HP. According to Respondents that the replaced meter was replaced with new one. The readings given by the complainant are not

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.