

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

**On this the 3<sup>rd</sup> day of November' 2022**

**C.G.No.58 /2022-23/ Kurnool Circle**

***Present***

**Sri. K. Ramamohan Rao**  
**Sri. S.L. Anjani Kumar**  
**G. Eswaramma**

**Chairperson(I/c) & Member (Finance)**  
**Member (Technical)**  
**Independent Member**

***Between***

N.Guruprasad ,  
Flat No.203,  
A Block, Skandapark View Apartment,  
A Camp, Chanakyapuri Colony  
Kurnool

Complainant

***AND***

1.Asst.Accounts Officer/ERO/Kurnool Town  
2.Executive Engineer/O/Kurnool

Respondents

\*\*\*\*

**ORDER**

1. The case of the complainant is that the complainant is having service SC No.8311102161761 under Category -I. The complainant received huge amount of CC bill for the month of July'2022 for an amount of Rs.6,905/-. Hence he requested the department to send his meter for testing at MRT Lab and paid necessary Testing charges on 11.7.2022 in Mee-seva. The department tested the meter and declared as meter defective. The complainant stated that the department did not arrived average units by taking into consideration of previous 3 months units i.e. March'2022 (billed in April'2022) April'2022 (billed in May'2022) May'2022 (billed in June'2022). Hence requested the forum to revise the bill.
2. The case was registered as C.G.No.58/2022-23/Kurnool Circle and sent to respondents for written submissions.

**DESPATCHED**

DATE 3/11

*gk*

3. Respondents submitted joint written submission stating that the consumer has paid the Meter challenge fee at Mee-Seva centre on dt:11.07.2022 due to Meter Defect. The meter was replaced on 14.07.2022 and sent to MRT Lab for testing. The meter was tested at MRT Lab with standard meter and declared fail in one test. The failed meter was changed on 14.07.2022 . Hence the AEE/Central section/Kurnool has recommended and submitted the bill revision proposal duly counter signed by Dy. EE/D-1/Kurnool to ERO/Kurnool for SC No.8311102161761.

The Respondents furnished the details of MRT report of the meter which is as follows:

#### MRT LAB REPORT

- a) Test Part 2 : Passed (SC adjustment)
- b) Test Part 3 : Passed (Creeping)
- c) Test Part 4 : Passed (Load points active), 100%Index UPF-Pass, 50%Index UPF- Fail 50% Index lag –Fail, 50%lb UPF-Pass, 50% LO Load-Pass 50% LB Lag-Fail.
- d) Test Part 5 : Passed (Dial Test 100% UPF)
- e) Test Part 6 : Fail (Dial Test 100% lag)

Meter test was failed at Test Part “6” (dial test at 100% Lag). AE/LT Meters/Kurnool has declared meter dial fault under test. (letter enclosed).

The respondents stated that, as per Clause 7.5.1.4 of GTCS on review of consumption for one year, the units billed from 06.06.2022 to 06.07.2022 is 833 units and is higher when compared to previous consumption and also AE/LT Meters/Kurnool has declared that meter is failed under test. The complainant is utilising the electricity for domestic purpose, the consumption varies from season to season and the billed units from 3/2022 to 9/2022 is as follows:

MONTH		UNITS	REMARKS
FROM	TO		
07.03.2022	05.04.2022	276	SUMMER
05.04.2022	05.05.2022	396	SUMMER
05.05.2022	06.06.2022	205	SUMMER
06.06.2022	06.07.2022	833	METER FAILED, Revised the bill by taking units from 05.04.22 and 05.05.2022 as climate feel like summer

06.07.2022	04.08.2022	201	
04.08.2022	06.09.2022	211	Rainy Season

After replacement of the meter also, the monthly consumption in 08/2022 is 201 units and in 09/2022 it is 211 units. As per the billing information taken from the CBS, the service was billed for 833 units for the month of 07/2022 and amounting to Rs.6,905/-. The Assistant Executive Engineer has proposed bill Revision for 3 months by taking average units i.e. 05/22, 06/22 & 07/22 which consumed 396, 205 & 833 units respectively and total units of 1434 amounting to Rs.10,525/- .

Already billed for Rs. 10525.00

Revised bill for Rs. 3642.00

(Defective Meter Period)

The difference amount of Rs. 6883.00.

As per the instructions of Executive Engineer/Operation/Kurnool, the bill was revised by taking previous month highest consumption for the period from 05-04-2022 and 05-05-2022 ( for 396 units) as climate feels like summer as per GTCS and reduced an amount of Rs.4283.00. Net amount payable by the consumer is Rs.2622.00. The consumer has directly approached the Hon'ble CGRF and the complainant has not preferred any appeal to Executive Engineer/ Operation/ Kurnool and Superintending Engineer/ Operation/ Kurnool as per GTCS.

4. Personal hearing through video conferencing was conducted on 11.10.2022 @ 11.30A.M.EE/O/Kurnool, AAO/ERO/Kurnool & Complainant present. Heard both sides.

The EE/O/Kurnool has stated that the revision of bill was recommended as per Clause.7.5.1.4.2 of GTCS by taking into consideration of previous year highest consumption and the meter was replaced on 14.7.2022 due to existing meter is defective.

The complainant stated that the department wrongly recommended the revision of bill for his service. Hence requested to revise the bill for the months of May'2022, June'2022 & July'2022 by taking into consideration of March'2022, April'2022 & May'2022 units for the SC No.8311102161761 .

5. The complainant sent a mail on 21.10.2022 stating that revision of bill has to be done as per Clause 7.5.1.4.1 of GTCS and the details are furnished below:-

**Already Billed** for 833 units for an amount of Rs 6,905/- for the month of July' 2022

where Meter was declared as Defective is as follows:-

EC=	6770.02
CC=	55.00
ED=	49.98
FIXED CAHRGES=	30.00
<b>TOTAL</b>	<b>6905.00</b>

The complainant requested to revise the bill for the month of July'2022 as per the Clause 7.5.1.4.1 of GTCS by taking average of preceding three months billing i.e., March'2022 (billed in April'2022), April'2022 (billed in May'2022) and May'2022 (billed in June' 2022) which is as follows:-

MONTH	UNITS
May-22	205
April-22	396
March-22	276
<b>TOTAL</b>	<b>877</b>
<b>AVG(877/3)</b>	<b>292</b>

**To be Billed** for 292 units for an amount of Rs 1,706/- for the month of July'2022 which is as follows:-

EC=	1603.48
CC=	55.00
ED=	17.52
FIXED CAHRGES=	30.00
<b>TOTAL</b>	<b>1706.00</b>

SLNO	ALREADY BILLED		TO BE BILLED		TO BE WITH DRAWN
	UNITS	AMOUNT	UNITS	AMOUNT	AMOUNT
1	833	6905	292	1706	5199.00

SL.NO	TO BE WITHDRAWN AMOUNT THROUGH RJ	ALREADY WITH DRAWN AMOUNT THROUGH RJ	BALANCE AMOUNT TO BE WITHDRAWN THROUGH RJ
1	5199.00	4283.00	916.00

Hence requested the forum to withdraw the balance amount levied by the department.

6. The point for determination is whether the average units assessed by the department for the defective period can be revised or not for the said service?

As per the bill information it is observed that the service is under status '1'(live) only. The department revised the bill by taking into consideration of highest maximum units recorded in the previous year.

*Cl.7.5.1.4.2- If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 Months when the conditions of working were not different.'*

As per Clause 7.5.1.4.2 of GTCS, the Respondents arrived average bill for the said service and billed Rs. 10525.00 for the months from 5/2022 to 07/2022.

On review of the meter billing information it is observed that the meter status is in live (status -1) only before and after replacement of meter except for the month of July'2022 i.e., the status of the meter is under status of 04 (meter change) for the month of July'2022.

As per the respondents the existing meter was changed due to the meter defective and sent to MRT lab for testing on 14.7.2022, the AE/LT Meters/Kurnool has also declared that the said meter was faulty one.

The respondents arrived average units for the defective period as per the Clause. 7.5.1.4.1 of GTCS which is as follows:

**“7.5.1.4.1- The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles were not different from those which prevailed during the period in which the Meter ceased to function or became defective.**

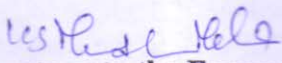
This forum is of the opinion that the billing should be done during the period in which the meter ceased to function or became defective as per Clause. 7.5.1.4.1 of GTCS by taking preceding three billing cycles i.e., as per the respondents the meter was declared faulty during the month of 7/2022. The respondents have arrived average units for the preceding three billing cycles by taking into consideration of 4/2022, 5/2022 & 6/2022 recorded billed units. On review of the billing information the said service meter status is under live condition (Status-01). The respondents are directed to revise the bill as per the billed units recorded during the months from March' 2022 billed in April'2022, April'2022 billed in May'2022 & May'2022 billed in June'2022 immediately and submit compliance report within 15 days from the date of receipt of this order. The point answered accordingly.

7. In the result, the complaint is disposed off.

Sd/-  
**Member (Technical)**

Sd/-  
**Independent Member**  
**Forwarded By Order**

Sd/-  
**Chairperson (I/c)**

  
**Secretary to the Forum**

**This order is passed on this, the day of 3<sup>rd</sup> November '2022**

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 Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/  
Tirupati.

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.