

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI
On this the 31st day of May' 2023
C.G.No.41/2022-23/Tirupati Circle

Present

Sri. K. Rama Mohan Rao
Sri. S.L. Anjani Kumar
Sri. G.Eswaramma

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

Between

B.Mani,
2-74 A,
Mopurupalli (V),
Chilamathur
Varadaiahpalem(M),
Chittoor Dt.

Complainant

AND

1. Junior Accounts Officer/O/Nagalapuram
2. Deputy Executive Engineer/O/Nagalapuram
3.Executive Engineer/O/Puttur

Respondents

ORDER

1. The complainant given a representation during Vidhyuth Adalath conducted on 11.8.2022 stating that he is having service connection vide SC No.5331421000141 and the department issued huge amount of CC bill during the month of April'2019 - May'2019 nearly Rs.35,000/- to Rs.40,000/-. He approached the department to revise the abnormal CC bill issued to him but the department not revised the abnormal CC bill issued to him. Hence requested the forum to resolve his grievance.
2. The case was registered as C.G.No.41/2022-23/Tirupati Circle and sent to respondents for written submission.
3. The respondent. No. 2 submitted written submission stating that, Mr.B. Mani, 2/74a B.Mopurupalli (V) Varadaiahpalem (Mandal) submitted a complaint during Special Viduyth Adhalath conducted on 11.08.2022 regarding revision of CC bill.

DESPATCHED
3/5

o/c

month CC bill. As per the ledger, the complainant is liable to pay CC bill Rs.60,633/- as on 5/2023.

As per the Retail supply Tariff Rates issued by Hon'ble APERC, free power up to 200 units shall be provided to SC & ST consumers without any conditions. Here in this case the complainant exceeded 200 units several times. During 1/2019 the consumed units recorded as 4335 units. Here the withdrawal of units from CC bill is not possible, as the complainant exceeded the utilization of supply twenty times to the allowed 200 units of free power during 1/2019.

Clause 4 of GTCS is as follows:

"4. Electricity Bills

4.1 Intervals of Electricity Bills

4.1.1 *Bills shall be issued at a periodicity of not more than 2 months in respect of domestic, commercial agricultural services (metered cases) and general purpose consumers. Flat rate agricultural consumer shall be provided with pass books and electricity charges shall be collected monthly on pro rata basis in respect of annual flat rate tariff fixed for this category. In respect of all other categories of consumers, the bills shall be issued monthly.*

4.1.2 *The consumer shall be informed in advance of the periodicity of billing for his service (monthly or bimonthly), date in the calendar month when his meter will be read, bill date in the calendar month and due date for payment in the calendar month. It shall be obligatory on the part of Licensee to read meter of a service on prescribed date. But in unforeseen circumstances, the licensee may record the meter reading two days before after the prescribed date.*

The bill date shall be the date of meter reading for spot billing system and in other cases it shall be within one week from the date of the meter reading. The bill shall be served to a consumer immediately after the meter reading in case of spot billing system and in other cases within a period of one week from the bill date.

The licensee shall obtain the acknowledgement of the consumer or some other inmate of the premises after issue of the bill and the authorized meter

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 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, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.