

CONSUMER GRIEVANCES REDRESSAL FORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI

This the 01st day of November' 2023

C.G.No.11/2023-24/KADAPA Circle

CHAIRPERSON **Sri. V. Srinivasa Anjaneya Murthy**
Former Principal District Judge

Members Present

Sri. K. Ramamohan Rao **Member (Finance)**
Sri. S.L. Anjani Kumar **Member (Technical)**

Between

Sri. G.V. Siva Reddy, Proprietor, HPCL Dealer,
Sy.No.990, Kamalapuram, Kadapa District.

Complainant

AND

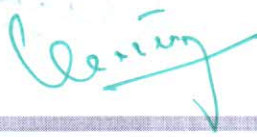
1. Assistant Accounts Officer/ERO/ Yerraguntla
2. Dy. Executive Engineer/O/ Yerraguntla
3. Executive Engineer/O/Proddatur

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 18.10.2023 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

ORDER

1. The case of the complainant is that he is having service connection No.2234102002435, that despite consuming more or less the same number of units as previous months are being recorded, that he is continuously paying the electricity bills on time but suddenly he



received bill for nearly Rs.1,00,000/- for the month of May'2023 and immediately he applied for meter testing but after conducting the meter test instead of providing a report of the meter, the respondents replaced the meter without any justification and if the old meter is inaccurate the electricity bill is to be revised taking into consideration the average consumption patterns of the previous Bills.

2. The said complaint was registered as C.G.No.11/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the service connection of the complainant was released on 17.09.2020 under Category No-II with contracted load of 10 KW, that the monthly CC bills were issued with accurate readings upto ^{✓ April ✓} ~~May~~ 2023 and the complainant paid the bills upto April'2023 and for the month of May'2023 the CC bill was issued for Rs.99,500/- and the AE/O/Kamalapuram sent proposals for revision of CC bill and the meter was sent for testing and on testing, the meter was found in good condition and accordingly the CC bill was revised by AAO/ERO/Yerraguntla but there was no scope for withdrawal of CC charges and there is no possibility to withdraw the demand for

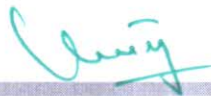


the month of May' 2023 and the complainant has to pay CC charges of Rs.99,500/-. The respondents further submit that the complainant paid the full amount of the CC charges for May'2023 in three instalments.

3. No documents are marked for the complainant. Exs.R1 to R3 were marked for the respondents. The Complainant remained absent. Heard both the parties through video conferencing.
4. Now the point for determination is:

“Whether the complainant is entitled for reduction/revision of the CC charges of his service connection for the month of May'2023 as prayed for”?

5. **POINT:** Perused the entire record. It is the allegation made by the complainant that he received excess CC charges in the bill for May'2023 in respect of his service connection. The contention of the respondents is that SC.No.2234102002435 was released on 17.09.2020 under Category-II with contracted load of 10 KW in the name of the complainant, that the monthly CC bills were issued with accurate readings upto April'2023 and the complainant also paid the CC charges upto April'2023 but the in the month of May'2023 the CC bill was issued for Rs. 99,500/-, that on receiving



the complaint from the complainant the assistant Engineer/O/Kamalapuram sent proposals for revision of CC bill requesting to revise the same duly apportioned from June'2022 to May'2023, that the meter was sent for testing and the test result report was issued stating that the meter was in good condition and accordingly the CC bill was revised by AAO/ERO/Yerraguntla and on revision there is no possibility to withdraw the demand of the CC charges of Rs.99,500/- for the month of May'2023 and the complainant has to pay the same and they have granted 03 instalments and the complainant paid the said amount in 03 instalments.

6. We have verified the account copy of the complainant pertaining to his service connection from September'2020 to June'2023 which is marked as Ex.R1. Ex.R1 account copy shows that the complainant paid highest bill amount of Rs.17,943/- for the month of April'2023 during the period from September' 2020 to April' 2023. For the first time during that period, in May'2023 only the CC charges of Rs.99,500/- were demanded from the complainant. We have gone through the inspection form issued by ADE/AE/CT Meters/Kadapa



which is marked as Ex.R2. In Ex.R2 in Column No. VIII the following remarks are noted:

“Meter is tested with Zera Test Kit and the results are found abnormal. Hence the existing meter is replaced with another healthy meter and removed meter is sent to CT Meters-II, Kadapa for further analysis”.

7. From the remarks noted by the concerned while replacing the existing meter that it was tested and the result was found abnormal, it is very clear that due to faulty meter excess reading was recorded and accordingly the disputed bill for abnormal amounts was generated.
8. The respondents contend that subsequent to Ex. R2 the removed meter was sent to lab test to Kadapa and the result was that the removed meter is in good condition and the said lab report is to be considered rather than Ex.R2. Lab report issued by AEE/CT Meters-II /Kadapa is marked as Ex R3. Ex.R3 shows that the removed meter is working in good condition.
9. On comparison of Ex.R2 test report issued while removing the old meter with Ex.R3 lab test report of that meter, this Forum noticed that both the said reports are inconsistent with each other. When the meter was removed for testing, the said removed meter shall be kept

in a sealed box by affixing signatures of the officer and consumer/his representative and sealed box shall be opened in the MRT lab in the presence of the consumer/his representative. Here, in the case on hand, the meter was removed from the premises of the complainant at Kamalapuram and the said meter was transported to Kadapa where it was tested in CT Meters Lab. The Respondents did not produce any material to show that they have properly kept the removed meter in a sealed box and took all precautions for its safe transportation to the Test Lab at Kadapa. In such a case Ex.R3 Lab Report cannot be taken into consideration. This forum feel that Ex.R2 test report issued by the ADE/AE/CT Meters/Kadapa is authenticated and it is to be relied on. Another important and interesting point is that the respondents in their written submission clearly stated that *“the monthly CC bills were issued with accurate readings upto April’2023”* and the disputed high reading of the consumption of energy for the first time recorded in the month of May’2023 only. When the respondents admitted that the meter reading for the months prior to May’2023 are accurate, they should explain why abnormal consumption was recorded in the month of May’2023. When Ex R2 test report is



concerned, the reason is that due to faulty meter by that time, the abnormal consumption was recorded. Further, Ex.R1 statement of account of consumption charges from September'2020 to May'2023 are considered, upto April'2023 the highest charges that were demanded are at Rs.17,943/- only and the demand for the month of May'2023 is for Rs.99,500/- which is more than 05 times of the consumption when compared with the consumption in the month of April'2023. Ex.R1 further shows that after installation of the new meter, the consumption charges in June 2023 i.e in the next month are only Rs.16,036 only. Hence, we are of the considered opinion that due to the defect in the meter in the relevant month only the abnormal consumption was recorded and it was evidenced by Ex.R2 first test report and hence the bill charges for the month of May'2023 are liable to be revised.

10. From the aforesaid discussion, we are of the opinion that the complainant can be directed to pay the highest charges for the consumption during the Months from September'2020 to April'2023 as shown in Ex R1. Accordingly, the complainant can be directed to pay Rs.17,943/- which are the highest CC charges paid by the complainant in April'2023 instead of the disputed CC


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charges of Rs.99,500/- in May'2023. Accordingly, the point is answered.

11. **In the result**, the complaint is allowed. The complainant is directed to pay Rs.17,943/- towards CC charges in May'2023 instead of Rs.99,500/-. From the submission of the respondents, it seems that the complainant already paid Rs.99,500/- in instalments. Hence, the respondents are directed to appropriate only Rs.17,943/- towards CC charges in the month of May'2023 and the balance amount out of Rs.99,500/- that was paid by the complainant, shall be adjusted in the future CC bills /dues, if any. There is no order as to costs.
12. The complainant is informed that if he is aggrieved by the order of the forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Reg.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 01st day of November'2023.


CHAIRPERSON


Member (Finance)
01/11/2023


Member (Technical)

Documents marked

For the complainant: Nil

For the respondents:

Exhibit No.	Description of the document
R1	Copy of the statement of account of the CC charges for the months from September'2020 to June'2023
R2	Copy of the Inspection of CT Meter of the complainant issued by ADE/AE/CT Meters/Kadapa
R3	Copy of the Lab Test Report of the CT Meter of the complainant.

Copy to the

Complainant and All the Respondents

Copy Submitted to

The Chairman & Managing Director/Corporate Office/APSPDCL/ Tirupati.

The Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.

