

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

This the 01st day of November' 2023

C.G.No.26/2023-24/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

Smt. A. Chinnamma, D.No.29/597-1, Patel Road,
Aravinda Nagar, Kadapa.

Complainant

AND

1. Assistant Accounts Officer/ERO/Kadapa
2. Dy. Executive Engineer/O/Kadapa-II

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 27.10.2023 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 she is having service connection No.2114101058816, that as there is defect in the meter, the respondents replaced it with a new meter on 05.10.2023 but they



issued CC bill for September'2023 for huge amount of Rs.3,825/- but prior to that the complainant used to receive every month CC bill for Rs.2,000/-only. Hence, the complainant requested to revise the CC bill.

2. The said complaint was registered as C.G.No.26/2023-24 and notices were issued to the respondents calling for their response. The respondents submit their response stating that due to meter change in the month of October'2023 the bill was issued for the average units but the system calculated average is very high as the reference units are summer consumption which is highest in the year whereas billed month is rainy season in which generally consumption will be less and hence the section officer recommended average units duly taking reference of previous season for accurate average and after revision the CC bill charges from Rs.3,240/- are reduced to Rs.1,471/- and a fresh bill was issued.
3. The complainant is absent. Heard the respondents through video conferencing.
4. Now the point for determination is:

“Whether the revision of CC bill by the respondents for the month of October'2023 is correct”?

Verity

5. **POINT:** Perused the entire record. Admittedly, due to failure of the meter of the complainant, the same was replaced with a new meter by the respondents. Admittedly, due to faulty meter, the CC Bill for the month of October'2023 was issued for 468 units which amounts to Rs.3,240/-. Even according to the complainant, she used to receive monthly bills on an average @ Rs.2,000/- for the previous months i.e. July and August'2023. The respondents on receiving the complaint revised the bill considering the average units of the previous months and issued the revised CC bill for Rs.1,769/- which is in accordance with the previous bills as admitted by the complainant. Hence, this Forum opines that the respondents following the correct procedure rightly revised the disputed CC bill and issued the revised bill for reduced amount. Hence, this complaint can be closed as the respondents complied the request of the complainant in a proper manner. Accordingly, the point is answered.

6. ***In the result,*** the complaint is closed. There is no order as to costs.

7. The complainant is informed that if she is aggrieved by the order of the Forum, she 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 Regulation.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.

Chaitanya 01/11/2023

CHAIRPERSON

[Signature]
Member (Finance)
01/11/2023

[Signature] 01/11/2023
Member (Technical)

Documents marked

For the complainant: Nil

For the respondents: Nil

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.