

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

This 08th day of May' 2024

C.G.No.163/2023-24/Nellore 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. K.Jayaramiah, D.No.26-3-893,
7th Street, Jyothi Nagar, Andhra Kesari Nagar,
Nellore.

Complainant

AND

1. Assistant Accounts Officer/ERO/Nellore Town-1
2. Dy. Executive Engineer/O/Andhra Kesari Nagar
3. Executive Engineer/O/Nellore Town

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 07.05.2024 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

- 01.** The complainant filed the complaint stating that they are having electrical service connection SC.No.3311217218659 and that for the



last few months they are receiving CC bills with abnormal amounts and requested to revise the bills.

- 02.** The said complaint was registered as C.G.No.163/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on 30.03.2024 the respondents conducted field inspection and noticed that the complainant is utilizing more than 5 KW load though the contracted load is 3 KW only, that they advised the complainant to apply for meter testing to which he refused, that the complainant is using one Air Conditioner, Geyser, Washing Machine, Refrigerator, two Motors, 5 Lights and four Fans, that the condition of the meter is healthy and working in good condition, that from the billing pattern during the last one year period i.e. from March'2023 to February'2024 it is evident that the complainant is utilizing 323 units per month and bills are issued accordingly and there is no excess amount for which the bills are issued.
- 03.** Heard respondents through video conferencing. The complainant remained absent.
- 04.** According to the complainant for the last few months he is receiving CC bills for his service connection with abnormal amounts.



According to the respondents as per the consumption of power by the complainant the bills are issued and there is no abnormality in the consumption charges demanded.

- 05.** Perused the entire record. The respondents submitted a copy of the account statement of the service connection of the complainant for the period from January'2023 to March'2024 in support of their contention that the complainant is utilizing 323 units on an average per month. According to the respondents the meter is also working in good condition. It seems that the complainant did not apply for meter testing. If the complainant suspect that the existing meter is at fault, he has to apply for testing of the meter but he did not apply for the same. On the otherhand, the copy of the account statement clearly shows that the complainant is utilizing 323 units on an average per month. Further, it is the report of the respondents that though the contracted load of service connection of the complainant is 3 KW only, the complainant is utilizing the load of more than 5 KW which shows that his consumption is as reflected in the bills. Hence, considering the material on record, this Forum feel that there is no truth in the complaint and that the bills are issued for the power consumed by the complainant and if the complainant think that the



meter is not working properly, he is at liberty to apply for testing of the said meter. Accordingly, we find no merits in the complaint and it is liable to be dismissed.

06. In the result, the complaint is dismissed. There is no order as to costs.

07. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the 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 08th day of May'2024.

08/05/2024

CHAIRPERSON

K. Ramachandra Rao
Member (Finance)
08/05/2024

[Signature]
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 Vidyut Ombudsman, 3rd Floor, Plot

No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.

