

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

This 08th day of May' 2024

C.G.No.155/2023-24/Tirupati 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. Dr. G. Suresh Kumar, 1st Floor, Hari Tower,
M.R. Palli Circle, Tirupati.

Complainant

AND

1. Assistant Accounts Officer/ERO/Tirupati-1
2. Dy. Executive Engineer/O/Tirupati-1
3. Executive Engineer/O/Tirupati (Town)

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 07.05.2024 in the presence of the complainant and respondents 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 he is running Dr. Gindi's IAS Academy with three classrooms and one Director's



room in M.R. Palli, that they are utilizing four Air Conditioners in total with a meager strength of around 10 students, that they have received monthly bill of Rs.1,486/- for the month of December'2023 towards electricity consumption charges but for the month of January'2024 they received electricity bill for Rs.41,275/-, that during the month of January they have 10 days Sankranti holidays and run the academy during the night time from 6.00 P.M. to 9.00 P.M only in a single classroom, that they have submitted representation to the respondents complaining that the bill for January'2024 is abnormal and requested to revise the same, but in vain.

- 02.** The said complaint was registered as C.G.No.155/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant is utilizing the service connection under commercial category (LT-II), that on receiving the complaint they verified the previous consumption pattern of the complainant and noticed that due to wrong billing by the concerned meter reader for the month of February'2024 as door locked and billed for 3645 units for an amount of Rs.41,275/- and after March'2024 the service was billed with 09

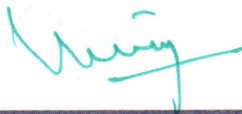


status and bill adjusted for Rs.36,608/- by the SBM Machine and balance of Rs.4,667/- was paid by the consumer and the present pending bill against the service is Rs.131/-. It is further submitted that the service of the complainant was under bill stop from May'2021 due to non-payment of consumption charges, that the consumer approached the AE and requested to live the service from bill stop in July'2023 and the consumer paid only bill stop arrears of Rs.8,540/- and SD amount of Rs. 4,190/- on 25.07.2023 but due to non-payment of minimum charges from May'2021 to December'2023 (Bill Stop period) as per the departmental rules the service was not reconnected by the concerned section officer, that the consumer paid the minimum charges of Rs.32,110/- for the above said period on 08.11.2023 and in the month of December'2023 billing of the service was appeared in SBM and bill was generated under 09 status for Rs.43,491/- and the previous amount paid by the complainant was adjusted during January'2024 and the service was billed under 09 status for Rs.1,486/- and after February'2024 the service was billed under 05 status for 3645 units (Average units) for Rs.41,275/- and in March'2024 billed under 09 status for Rs.-36,608/- (Previous Month raised amount with 05 status was adjusted) and the remaining balance



of Rs.4,667/- was paid by the complainant on 09.03.2024, that the concerned AE furnished check readings as KWH units @ 2281 and KVAH units @2383 on 11.03.2024 with Meter No.4995142 which was not billed from December'2023 as not scanned by SBM machine as meter Serial Number was not tallied with BBA as per change slip No.68521/12.2021 as meter was changed under cyclone rectification works under bill stop period and the revision of bill 41/03-2024 was effected and included for Rs.22,798/- as CC charges for the month of March'2024 as per actual consumption and the complainant has to pay the said amount. It is further submitted that the wrong bill for the month of February'2024 was adjusted in the bill for the month of March'2024.

03. Heard both the parties through video conferencing.
04. It is the claim of the complainant that the respondents are issuing CC bills with abnormal amounts. On the otherhand, it is the contention of the respondents that originally there was a service meter bearing No. 4995142 and for non-payment of consumption charges for the period from May'2021 to December'2023 it was under bill stop status and subsequently the said meter was changed under cyclone rectification works and as the meter was changed, its number has not



tallied, it was not scanned by SBM machine as per change slip No.68521/12.2021 and as such wrong bills were issued. On receiving the complaint by the complainant they have inspected the service/ meter of the complainant and took the check reading and they noticed that due to reading difference, the bill not generated in SBM and thereby they rectified the mistake and revised the wrong bill and issued the correct bill for Rs.22,798/- for the period from January'2024 to March'2024.

05. We have considered the contentions of both the parties. According to the respondents previously there was one meter in the premises of the complainant under bill stop status and subsequently the said meter was changed but as there is difference between the meter numbers of the old and new, the new meter was not scanned by SBM Machine and as such the wrong bill was generated and the respondents on noticing the said mistake, they took check reading and obtained the correct readings and then revised the wrong bills with actual readings and revised the bill with correct consumption charges of Rs.22,798/- for the said period. The statements produced by the respondents supporting their version. Hence, this Forum opine that the respondents correctly revised the wrong bill of the complainant and

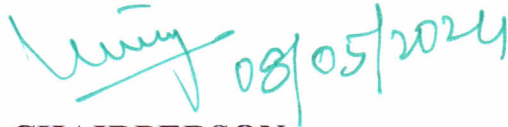


redressed his grievance. Hence, this complaint is to be closed as purpose served.

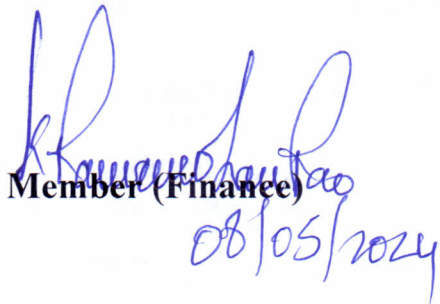
06. In the result, the complaint is closed. There is no order as to costs.

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.



CHAIRPERSON


Member (Finance)
08/05/2024


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.

