

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

This 25th day of March'2025

C.G.No.274/2024-25/Kadapa Circle

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

Members Present

Sri. S.L. Anjani Kumar Member (Technical)
Smt. W. Vijaya Lakshmi Member (Independent)

Between

Sri. S. M.Vaseem, Proprietor, Bombay Ice Factory,
D.No. 44/37, C.M. Pet, Kadapa. Complainant

AND

1. Superintending Engineer/O/Kadapa
2. Assistant Accounts Officer/ERO/Kadapa-1
3. Dy.Executive Engineer/O/Kadapa
4. Executive Engineer/O/Kadapa Respondents

This complaint came up for final hearing before this Forum through video conferencing on 18.03.2025 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

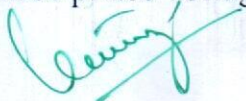
ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted on 24.01.2025 at Kadapa stating that the respondents on 15.12.2024 issued assessment notice regarding voltage missing in one phase and short of bill from April'2024 to October'2024 mentioning total number of 38,339 units as loss to the department, but the said notice is illegal and is to be withdrawn.



02. The said complaint was registered as C.G.No.274/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that due to B Phase potential missing at CT Chamber, an assessment of 38,339 units were back billed and the consumption from 04/2023 to 10/2023 was 1,26,649 units but the consumption from 04/2024 to 11/2024 was 98,073 units only and if three phase voltage available the consumption might have nearly 1,47,109 units but with two phases voltage in the absence of third phase the consumption was recorded for 98,073 units only and hence the service was back billed for 49,036 units (1,47,109-98,073). When compared to the consumption pattern for the period from 04/2023 to 11/2023 and 04/2024 to 11/2024 the consumption increased at the premises. Hence, the shortfall units of 38,339 are arrived at and for that the shortfall bill was issued to the complainant.

03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that due to B Phase potential missing at CT Chamber, an assessment of 38,339 units were back billed and the consumption from 04/2023 to 10/2023 was 1,26,649 units but the consumption from 04/2024 to 11/2024 was recorded at 98,073 units only and if three phase voltage available, the consumption



might have nearly 1,47,109 units but with two phases voltage in the absence of third phase the consumption was recorded for 98,073 units only and hence the service was back billed for 49,036 units (1,47,109-98,073). When compared to the consumption pattern for the period from 04/2023 to 11/2023 and 04/2024 to 11/2024 the consumption increased at the premises. Hence, the shortfall units of 38,339 are arrived at and for that the shortfall bill was issued to the complainant.

04. We have considered the entire record. The record shows that the service connection of the complainant was inspected by ADE/M&P/Kadapa on 31.10.2024 and he submitted inspection report to the 3rd respondent herein on which the assessment notice for short billing was issued to the complainant. In the said assessment notice the respondent No.3 categorically stated that the ADE/M&P/Kadapa in his inspection report stated that the meter was defective in B Phase and was not functioning correctly and the MRT report revealed that the meter was recording less energy consumption and accordingly the shortfall units of 38,339 were arrived at and for that the short billing amount was demanded from the complainant. The said assessment notice further shows that the complainant was informed that he has to pay 50% of the provisionally assessed amount under the said notice and then if the complainant




disputes the said notice, he may make a representation to the concerned DE/Operation/Kadapa on which enquiry will be conducted. Here in the case on hand, the record further shows that the complainant on 24.12.2024 by paying 50% of the amount covered by the assessment notice, submitted a representation to the DE/O/Kadapa requesting to reconsider the assessed units and the said representation of the complainant was rejected by the DE/O/Kadapa under intimation to the complainant dt: 17.01.2025 and the reasons for rejection of the representation of the complainant stated by the DE/O/Kadapa are satisfactory. Even in his representation dt: 24.12.2024 the complainant admitted that the meter is not properly showing the voltage in one phase. But however, he states that the difference might be 23,000 units but not 38,339 units but however, he failed to substantiate his version. The complainant did not produce any document to show that the shortfall units are only 23,000 whereas the respondents gave sufficient reasons for their calculation of shortfall units at 38,339. Hence, we find no merit in the complaint. Accordingly, the complaint is dismissed. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.

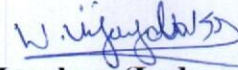


05. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.18.1 of Regulation.No.3 of 2016 of Hon'ble APERC within 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 25th day of March'2025.


CHAIRPERSON


Member (Technical)


Member (Independent)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and Post

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/Vidyut Niyantana Bhavan, Adjacent to
220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road,
Kurnool-518002, State of Andhra Pradesh.

The Stock file.

