

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

This the 03rd day of September' 2024
C.G.No.99/2024-25/ Kurnool 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)
Smt. G. Eswaramma	Member (Independent)

Between

Shaik Shamimun, D.No.9-120,
Mulla Street, Velugodu, Nandyal Dist.

Complainant

AND

1. Assistant Accounts Officer/ERO/Nandyal
2. Dy. Executive Engineer/O/Nandyal CCO
3. Executive Engineer/O/Nandyal

Respondents

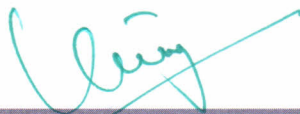
This complaint came up for final hearing before this Forum through video conferencing on 22.08.2024 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following:

ORDER

- 01.** The complainant filed the complaint stating that she is running RO purifier plant and flour mill and utilizing service connection SC.No.8432510009802, that she is getting bills for CC charges for

abnormal amounts for the last three years, that she applied for meter testing by paying necessary charges but the problem was not solved, that even today she is receiving CC bills for huge amounts, that she requested the respondents to change the meter but in vain and hence she requested for refund of the excess charges collected by the respondents.

- 02.** The said complaint was registered as C.G.No.99/2024-25 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 under Category-II for water plant on 18.08.2022, that every month the billing was done through IRDA and billing was made under KVAH units and the CC bills were issued correctly for the actual consumption of power by the complainant, that the service meter was changed in August'2023 for testing purpose and the test report of the meter discloses that it is in good condition and hence there is no truth in the version of the complainant.
- 03.** Heard Complainant and the respondents through video conferencing.
- 04.** According to the complainant the reason for excess CC charges is due to faulty service meter. According to the respondents, they sent the service meter for testing on the requisition of the complainant and the test report testified the service meter as it is in good condition. The respondents also



submitted copy of the test report which shows that the meter was sent to LT Meters Lab, Nandyal for testing purpose on 29.08.2023 and it was tested on 30.08.2023 and during the test the meter passed in all parameters and certified that it is in good condition. Hence, as per the meter test report there was no defect in the existing service meter of the complainant. The respondents also submitted copy of the account statement pertaining to the service connection of the complainant from September'2022 (Service was released in August'2022) to July'2024 and the same shows no abnormal variation of power consumption when verified from month to month consumption. Further, when the test report certified that the existing service meter is in good condition, the necessity to replace the same does not arise. Hence, we have no hesitation to hold that the CC bills were issued to the complainant correctly by the respondents as per the relevant tariff order and we find no merit in the complaint. Accordingly, the complaint is dismissed. There is no order as to costs.

- 05.** 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 03rd day of September'2024.


CHAIRPERSON


Member (Finance)
03/09/2024


Member (Technical)


Member (Independent)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and All the Respondents

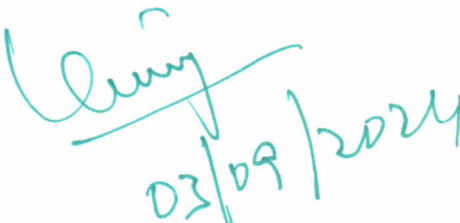
Copy Submitted to

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/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.


03/09/2024