

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

This 24th day of July' 2024

C.G.No.16/2024-25/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)
Smt. G. Eswaramma	Member (Independent)

Between

Sri. J. Rama Mohan Reddy,
Poonepalli, Chittoor.

Complainant

AND

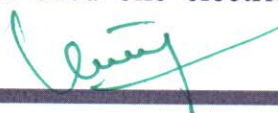
1. Assistant Accounts Officer/ERO/Chittoor Town
2. Dy. Executive Engineer/O/Chittoor Rural-2
3. Executive Engineer/O/Chittoor Town

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.07.2024 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 took one shed on lease from V. Nagaraja Naidu in which he is running manufacturing of water tanks under the name and style of Lakshmi Narasimha Polymers, that in the said shed one electrical service connection



bearing SC.No.5113216000183 in the name of the owner of the shed and he is utilizing the same, that regularly he is receiving CC charges bill @ 25,000/- per month, that on 24.10.2021 a new meter was fixed, that no CC bill was issued in September, October and November'2021 but on 03.12.2021 the respondents issued CC charges bill for Rs. 1,81,453/-, that on 03.02.2024 the respondents asked him to pay Rs.2,50,000/- and he paid it on 07.02.2024 but again excess bills for the months of March and April'2024 were issued at Rs.81,835/- and Rs.56,295/- respectively and he requested the respondents to revise the excess bills, but in vain.

- 02.** The said complaint was registered as C.G.No.16/2024-25 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 with contracted load of 49.365 HP with CT meter and the average consumption was about 300 units per month till December'2020 but the meter was stuck up in December'2020 and as such it was replaced with a new meter on 18.12.2020, that the consumption in February'2021 was 2917 units and in March' 2021 due to corona pandemic, the industry was locked during the billing time and hence bill was raised for minimum



charges for the month of March'2021, that due to non-payment of CC charges the service was under disconnection from April'2021 to July'2021 and it was brought into live in August' 2021 on payment of pending CC charges, that the bill for the months of August and September'2021 could not be served on the consumer due to peak stage of corona second wave, that the average bill was raised in October'2021 in the billing status 11 (Burnt), that basing on field report terminal of CT meter was found burnt and as such the reading was recorded manually and hence the prescribed charges towards replacement of burnt meter were collected and the meter was replaced on 01.11.2021, that due to non-payment of CC charges service was under bill stop from March' 2022 to February'2024 and the deposit existing against the service was adjusted towards the arrear amount and balance amount available was Rs.1,55,952/-, that on the request of the complainant for restoration of his supply, demand for true-up and FPPCA charges was raised for the period from March'2022 to February'2024 at Rs.36,112/- and SD to the said service was also raised for Rs.25,000/- (Totaling to Rs.61,112/-), that on the request of the complainant the CT meter was arranged for testing on 26.02.2022 and 12.02.2024 respectively and the results



found satisfactory and as such there was no excess billing in the case of the complainant.

03. Heard both the parties through video conferencing.
04. According to the complainant he is usually getting CC charges bill on an average @ Rs.25,000/- per month only, whereas he received excess bill of CC charges for the months of March and April'2024 @ Rs. 81,835/- and Rs.56,295/- respectively. On the otherhand, the contention of the respondents is that there was no demand for excess CC charges and for the months of March and April'2024 the bills are issued for the actual consumption only. They have also produced account copy of the service connection of the complainant to support their contention.
05. We have gone through the account copy of service connection of the complainant. It shows that for the month of March'2024 the consumption was 457 units and for the month of April'2024 the consumption was 366 units. It further shows that from March'2022 to February'2024 the service was under bill stop and for the said period the respondents have collected monthly minimum charges and restored the service connection on the request of the complainant and adjusted the said minimum charges against the deposit amount of the



complainant. On the request of the complainant the service was restored to live and as such for the bill stop period from March'2022 to February'2024 demand for Rs.36,112/- towards true up and FPPCA charges and Rs.25,000/- towards SD amount (Total Rs.61,112/-) was raised. The CC charges for the bill stop period were Rs.81,502/- and demand for that amount was raised in March'2024 and when Rs.32,836/- which was available to the credit of the complainant's account is deducted from that amount, balance of Rs.48,666/- is still to be paid by the complainant and this amount is added to the CC charges of Rs.7,629/- for the month of April'2024 and as such the CC charges bill was issued for total amount of Rs.56,295/- during that month and that there was no excess billing during those months. Hence, the respondents are able to prove by producing the account copy, that there was no excess billing issued to the complainant and there is no merit in the complaint. Hence, the complaint is liable to be dismissed.

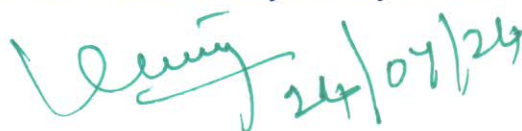
06. ***In the result***, the complaint is dismissed. There is no order as to Costs.

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.

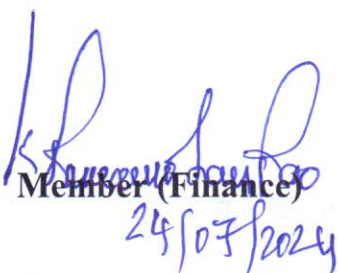


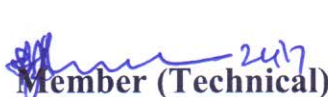
No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 24th day of July'2024.

 24/07/24

CHAIRPERSON

 24/07/2024
Member (Finance)

 24/7
Member (Technical)

 24/7/2024
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 Niyantrana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

 24/07/24