

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P.
LIMITED: WARANGAL.**

03rd Day of November, 2010.

Present : Sri. T. Sadarlal : Chairperson
Sri. M. Venkata Narayana : Member (Accounts)
Sri. K. Ramesh : Member (Legal)

C.G. No. 284/2010 of Warangal Circle

Between

Sri. B. Naganna
S.C.No. 13512-00242
Annaram Shareef
Parvathagiri – Mandal
Warangal- Dist.

Complainant

AND

1. Assistant Engineer/Operation/Parvathagiri.
2. Assistant Divisional Engineer/Operation/Wardhannapet.
3. Assistant Accounts Officer/Sub-ERO/Wardhannapet.

Respondents

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Sri. B. Naganna, Annaram Shareef, R/o. Parvathagiri-Mandal, Warangal-Dist. hereinafter called as the complainant in his complaint dated. 18.09.2010 received and registered on 20-09-10, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. I Sri. B. Naganna, R/o. Annaram Shareef, having S.C. No. 13512-00242, Cat-II. Though the meter is functioning correctly but the meter reader has issued bills under stuck up status by colluding with my tenant for issuing lesser amount of C.C. bill for the months of 04/09 to 06/10.

Contd.2

- ii. Without changing the meter again the meter reader has taken meter reading for the months of 08/10 indicating total units of energy consumed as 10440 numbers and C.C. bill issued for 16 months @ Rs. 66,311.32 for payment during the inspection conducted by the Assistant Engineer/Operation/Parvathagiri and Assistant Divisional Engineer/Operation/Wardhannapet.
- iii. Actual reading for the 14 months is 5070, so these units may be deducted from the total units and remaining units may be billed for payment.
- iv. The earlier tenant has running wine shop in his house, he has colluded with Bill Collector and the bills were issued for lesser consumed units though the meter is functioning correctly. The old tenant has vacated his house in the month of 07/10 and new tenant has occupied his house in the month of 08/2010.
- v. Finally he has requested to revise the bill duly taking into consideration of the earlier payments made by him against this service. Further he has requested to take action against the Bill Collector and Assistant Engineer for not rectifying the meter though the bills were issued under stuck up status by the Bill Collector.

2. As a sequel to the above complaint, Assistant Engineer/Operation/Parvathagiri, Assistant Divisional Engineer/Operation/Wardhannapet and Assistant Accounts Officer/Sub-ERO/Wardhannapet were directed to file their written submissions vide notice dated. 22.09.2010.

The Assistant Accounts Officer/Sub-ERO/Wardhannapet, in his filings received on 01-10-2010, stated the following :-

- i. the S.C. No. 00242 at Annaram Shareef is under Cat-II on the name of Sri. B. Naganna as per records.
 - a. it is billed under struck up status from 04/09 to 06/10 as per records.
 - b. the consumer was not approached to ERO during 04/09 to 08/10 about the discrepancy.
 - c. the consumer was met with Assistant Engineer and Assistant Divisional Engineer and discussed the problem with them and requested to rectify the problem.

- d. the Additional Assistant Engineer/Operation/Parvathagiri has sent the field report by physical inspection on 03.09.10, stating that the meter was billed under wrong status as struck up and requested to bifurcate the consumption shown in 08/10 bill for 16 months vide Lr. No. D. No. Camp, Date. 03.09.2010.
 - e. the consumer has approached at your end. Without approaching the Electricity Revenue Office and without exposing the problem faced by him.
 - f. the consumer has provoked by some one and approached Consumer Grievances Redressal Forum, but he has never approached Electricity Revenue Office when C.C. bill comes in low side. However on receipt of high side he has approached Assistant Engineer and Assistant Divisional Engineer, then office of Consumer Grievances Redressal Forum only.
- ii. which means the consumer is not aware of a system for settlement of billing problem discrepancies is existing.
 - iii. hence it is requested to direct the consumer to this ERO to settle the dispute based on field report given by Assistant Engineer/ Operation /Parvathagiri.

3. Analysis of the Case :-

The contention of the complainant is that though the meter functioning, the spot billing agent colluded with the tenant and issued less amount of bill furnishing the meter status as struck up. The wrong billing was done to his S.C. No. 13512-00242 at Annaram Shareef is under cat-II for the months from 04/09 to 06/10. While physical inspection conducted by the Assistant Engineer/ Operation/Parvathagiri on 03.09.10. When the meter was inspected it shown the reading as 10440 units and a C.C. bill was issued to the consumer for an amount of Rs. 6311.32 for payment. After physical inspection conducted by the Assistant Engineer/Operation/Parvathagiri, he has sent a field report to the Assistant Accounts Officer/ERO/Wardhannapet to bifurcate the consumption shown in 08/10 bill for 16 months vide Lr. No. D. No. Camp, Dated. 03.09.10.

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4. **ORDER :-**

The Assistant Accounts Officer/ERO/Wardhannapet has submitted a report stating that based on the field report furnished by the Assistant Engineer / Operation/Parvathagiri the wrong bill has been rectified an amount of Rs. 32,931/- was withdrawn due to wrong billing through J.E. No. 37 of 09/2010 and balance amount of Rs. 33,380/- was paid by the consumer vide P.R. No. 537392, dated. 30.09.10.

The respondents have redressed the grievance of the complainant amicably without incurring any financial loss to him by rectifying the wrong C.C. bill issued due to the lapses done by the spot billing agent in furnishing the wrong meter reading of the S.C. No. 13512-242. But due to this type of lapse by the spot billing agent, the complainant has faced much inconvenience and the circumstances have been forced to him to file a complaint at Consumer Grievances Redressal Forum. The complainant is also requested to verify the C.C. bills issued by the respondents regularly, if any discrepancies noticed at any time through the bills served he may approach the ERO concerned for rectification of the bill at the initial stage itself. So that this problem could have been rectified at initial stage only.

Further the respondents are directed to verify the bills thoroughly as per the meter reading particulars furnished by the spot billing agency regularly month wise, if any discrepancies observed from the earlier bills issued they have to rectify immediately if it is necessary for conducting physical verification also.

The respondents are directed to take stringent action against OPG/CAD/ Warangal for the lapses committed in this case duly recovering if any loss occurred to the department and also give suitable instructions to him not take such type of lapses in future in taking meter reading by the spot billing agent and serving the C.C. bills to the consumers regularly well in time.

5. If the complainant is aggrieved by the order of the forum he may represent to Vidyut Ombudsman, APERC, Singareni Bhavan, IVth Floor, Red Hills, Hyderabad-500 004, within (30) days of receipt of this order as specified in clause (9) of Regulation 1 of 2004 of A.P. Electricity Regulatory Commission of A.P.

Signed on 03rd day of November, 2010.

Sd/-
K. RAMESH
MEMBER (LEGAL)

Sd/-
M. VENKATANARAYANA
MEMBER (ACCOUNTS)

Sd/-
T. SADARLAL
CHAIRPERSON

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 284/2010-1 Dt. 03.11.2010.

Copy to :

The Divisional Engineer/Construction & Operation/NPDCL/Warangal.

The Superintending Engineer/Operation/NPDCL/Warangal.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

(He is requested to place the order in the Company's Website).

Sri. Dr. A. Sudharshan Reddy, President, Centre for Environmental Studies,

H. No. 2-2-421, Kishanpura, Hanamkonda, Warangal-Dist.

The Stock file.

//FORWARDED BY ORDER //

**Member (Legal)
Consumer Grievances Redressal Forum.**