

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

**08<sup>th</sup> Day of July, 2011.**

**Present :** Sri. T. Sadarlal : Chairperson  
Sri. G. Raveendranath : Member (Accounts)  
Sri. K. Ramesh : Member (Legal)  
Sri. A. Sudharshan Reddy : Co - Opted (Member)

**C.G. No. 312/2011 of Karimnagar Circle**

**Between**

Sri. Md. Arif  
S/o. Shaik Hyzer  
S.C. No. 14526, Cat-I  
Korutla - Town & Mandal  
Karimnagar-Dist.

**Complainant**

**AND**

1. Assistant Engineer/Operation/Town/Korutla.
2. Assistant Divisional Engineer/Operation/Korutla.
3. Assistant Accounts Officer/ERO/Korutla.
4. Divisional Engineer/Operation/Jagitial.

**Respondents**

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Sri. Md. Arif, S/o. Shaik Hyzer, Korutla-Town & Mandal, Karimnagar-Dist., hereinafter called as the complainant in his complaint dated. 18.04.11 received and registered on 20.04.11, 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. Md. Arif, S/o. Shaik Hyzer, Resident of Korutla-Village & Mandal, Karimnagar-Dist.

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- ii. The S.C. No. KTL-14526, Cat-I was released on 28.11.07, since then no bills were issued by the department, the 1<sup>st</sup> bill was issued on 19.03.11 i.e., after Four Years from the release of service connection.
- iii. He is performing his duties as driver, suddenly a bill was issued to him for an amount of Rs. 5,277/- by the departmental officials for payment by him.
- iv. He has paid an amount of Rs. 1000/- from the above pending bill as partial payment vide P.R. No. 775140. The department has disconnected his service connection. This disconnection was made by Sri. Jagdish working as helper and his Cell Number is 9963251067. The helper has mis-behaved with his family members and harassed him in several times.
- v. Hence the complainant has lodged a petition in the Forum requesting to restore the supply to his house and take necessary departmental action against the helper who was harassed the complainant.

2. As a sequel to the above complaint, Assistant Engineer/Operation/Town/Korutla Assistant Divisional Engineer/Operation/Korutla, Assistant Accounts Officer/ERO/Korutla and Divisional Engineer/ Operation/Jagitial were directed to file their written submissions vide notice dated. 26.04.2011.

**I.** The Assistant Accounts Officer/ERO/Kourutla vide in his letter dated. 09-06-2011, stated the following :-

- i. The service was released on 28.11.07 with IR 00000 at the location E-5/7M.
- ii. The said service of the consumer stayed away in travel due to his profession and no body resided in the house. The bills were issued under door lock by spot billing agent.
- iii. Further, it is to submit that the consumer never represented to any of the office in Korutla on non issue of bills.
- iv. As the service was frequently under door lock. The Section Officer during inspection of services on intimation to the consumer in the month of 06/09 submitted the check reading 00702 to issue the

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manual bill accordingly after all adjustments of the previously issued door lock bills manual bill was issued to the consumer from the date of release to 06/09, dated on 01.07.2009.

- v. The consumer failed to pay the bill even after one month from the date of issue of the manual bill.
- vi. Due to non payment of bill service was under disconnection.
- vii. Further the said consumer not only being a defaulter was also booked under theft of energy.
- viii. Upon booking of the case under theft of energy. The consumer approached to the Office and paid the theft amount and partly C.C. charges have been paid by the consumer irregularly. So he was advised to clear the dues at the earliest and be prompt in payment of C.C. bills regularly without fail to avoid disconnection of supply and for further action.

3. The hearing was proposed and conducted on 02.07.11 in the Chamber of Chairperson/Consumer Grievances Redressal Forum/NPDCL/Warangal at 10.30 A.M. During the hearing conducted, the respondents i.e., Additional Assistant Engineer/Operation/Kathalapur, Ex. In-charge Additional Assistant Engineer/Operation/Korutla, Assistant Divisional Engineer/Operation/Korutla and Assistant Accounts Officer/ERO/Korutla and the complainant, have attended for the hearing.

The remarks raised during the hearing by the respondents and complainant as follows :-

**I. Complainant :-**

- i. I Sri. Md. Arif, S/o. Shaik Hyzer, has attended the hearing on 02.07.2011 as per the notice issued by the Consumer Grievances Redressal Forum. Today the officials of department those who have attended in three numbers are not known to me as they may be new officials working at Korutla.
- ii. I never approached to them in the earlier instances on my issue, my objection is on the helper Sri. Jagdishwar who has harassed me and misbehaved with my family without issuing the C.C. bills he has frequently disconnected my service.

- iii. Except the helper he does not know any of the officials of the department. The said helper has not attended the hearing.
- iv. He has submitted that necessary action duly conducting enquiry shall be taken against the helper. This statement was given on his own opinion.

## **II. Respondents :-**

**1.** The Additional Assistant Engineer/Operation/Kathalapur (Ex. In-Charge Additional Assistant Engineer/Operation/Korutla, stated that :-

- a. He was In-charge to Korutla Town Section for the period from 09/2010 to 27.06.11. He has not aware about this service release and non billing since the consumer S.C. No. KTL-14526, approached to the Consumer Grievances Redressal Forum.
- b. During special drive in Korutla Town he had found this disconnected service running un-authorizedly by tapping a service wire and the same was booked under theft of energy on 27.01.11.
- c. For that the consumer has paid the theft amount and compounding on observation it is found that the spot billing agent has not issued the bills properly without visiting the premises and mentioned as door lock.
- d. Because of his Kathalapur Section is geographically very large and heavy work load he did not concentrate fully in all parameters at In-charge Section Korutla.

**2.** The In-Charge Assistant Divisional Engineer/Operation/Korutla stated that :-

- a. He is working as Assistant Divisional Engineer/Operation/Metpally from 04.09.10 and also In-charge Korutla Sub-Division from 17.06.11. He was not aware of the matter about S.C. No. 14526.
- b. After receiving of notice from Consumer Grievances Redressal Forum on 27.06.11 he discussed the matter with Assistant Engineer about this service.
- c. In his discussion it is known that the PAA (Spot Billing Person) not physically issued the bills to consumer even though he is staying in the house but billed in door lock.

- d. In 08/08 the service was billed for 0702 reading and in 02/10 for 2307 reading and in 02/11 for 3496 reading and remaining all months consumer service was billed in door lock.
- e. The consumer has paid Rs. 6,450/- in Five Instalments. At present the consumer is using supply with check reading 003967.6 with outstanding arrears of Rs. 3947/-.

**3.** The Assistant Accounts Officer/ERO/Korutla, stated that :-

- a. He is working as Assistant Accounts Officer/ERO/Korutla from 16.06.11. He was not aware of the matter as he has joined as AAO/ERO/Korutla on 16.06.11.
- b. He received the notice from Consumer Grievances Redressal Forum on 28.06.11, immediately he discussed the matter with Ex. Assistant Accounts Officer Sri. Murali Krishan Rao over phone. He said that the consumer stayed away in travel due to his profession and no body resided in the house.
- c. Hence the bills were issued under door lock by spot billing agent, then he verified the DCB of the service it is found that the consumer paid the amount in different spells Rs. 4,650/- and the consumer closing balance in 05/11 is 3947/-.

**I.** After hearing the Additional Assistant Engineer/Operation/Town/Korutla, has submitted a report vide his letter dated. 31.05.11, stated as follows :-

- i. The service was released on 28.11.07 with IR 00000 at the location E-5/7 M.
- ii. The said service of the consumer being a driver and nobody is resided in the house as and when the spot biller visited the premises the bills were issued under door lock.
- iii. The consumer never represented to this office regarding non issue of bills.
- iv. On inspection of the services this S.C. No. KTL-14526 was traced out by the field staff during 06/2009 as billing under door lock and upon duly intimating the same to the consumer. The check reading was noted as 00702 and brought to the notice of ERO. A manual bill has been prepared by the ERO and served to the consumer on 01.07.2009 for making payment.

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- v. The consumer did not turn to pay even after 30 days from the date of receipt of the manual bill (notice).
- vi. The service was then disconnected on 14.08.2009 and asked the consumer for immediate payment so as to restore the supply.
- vii. The service was under disconnection for some period.
- viii. On inspection of the services under special raids in Korutla Town on 27.01.11 the S.C. No. KTL-14526 was found that the service wire is tapped and got booked under theft of energy. This case was referred to APTS also.
- ix. The consumer has paid the penalized amount of Rs. 670/- vide PR. No.61191, Dated. 10.02.11 and compounding fee at SBK Korutla Branch on 14.02.11.
- x. The consumer is a driver in profession and he used to stay away in travel for months together. He has no habit to pay the regular C.C. bill. Non payment of C.C. bills leads to disconnection and is quite natural. Now the consumer having supply. He has been advised to be in prompt in payment of C.C. bills regularly to avoid inconvenience to their family members/intimates in future.
- xi. Further it is to submit that the consumer being a defaulter has developed angry and grudge against the department for frequent disconnections. No departmental staff has involved in his personal affairs.

#### 4. **Analysis of the Case :-**

The contention of the complainant is that his S.C. No. KTL-14526, Cat-I was released on 28.11.07. Since then i.e., from the date of release of his service no bills were issued by the departmental staff. But the First Bill was issued in the month of 03/2011 indicating an amount of Rs. 5,277/- for payment. Sri. Jagdish working as helper is mis-behaved with his family and harassed him several times without issuing C.C. bills regularly. Hence he has lodged the complaint in the Forum requesting to do justice in this regard.

As per the reports submitted by the respondents Assistant Accounts Officer/ERO/Korutla, Additional Assistant Engineer/Operation/Korutla, they

themselves have agreed that the above S.C. No. KTL-14526 was issued C.C. bills under Door Lock Status due to the complainant profession as driver since longtime which seems that not correct in accordance with the Clauses of General Terms and Conditions of Supply as furnished below :-

**7.4 :- Reading of Meters**

**7.4.1. :-** The persons/officers authorized by the Company will take meter readings once in each month or such other interval of times as prescribed in the 'Electricity Supply Code' Regulation issued by the Commission. Meter readers shall have access to the consumer's premises at all reasonable times for the purpose of such reading. The meter reader shall enter each meter reading in the Pass Book, provided by the Company to the consumer.

**7.4.2. :-** If a consumer leaves his installation connected to the Company mains, but locks up the meter or otherwise makes it inaccessible for reading by the authorized person of the Company, he will be provisionally charged for this door lock billing period. For the first billing period (1 month or 2 months or 3 months as the case may be), the same consumption recorded during the previous period (1 month or 2 months or 3 months as the case may be). If on the next meter reading date the meter is accessible for reading, the consumer will be charged for the actual consumption after adjusting the consumption provisionally charged for during the door lock billing period, subject to the monthly minimum charges as per tariff conditions. If however, the meter remains inaccessible for reading even for the second billing period, the consumer will be served with a 24 hours notice to open his premises for reading of the meter at a fixed time and date. Consequent on such notice, if the meter is available for reading, the consumer will be charged for actual consumption after adjusting the consumption provisionally charged for during the first door lock billing period, subject to the monthly minimum charges as per tariff conditions.

**7.4.3. :-** If the meter remains inaccessible despite the 24 hours notice, the supply to the premises will be disconnected and the consumer will be charged for the second door lock billing period also provisionally for same consumption as in the case of first door lock billing period.

**7.4.4. :-** If the meter is made accessible subsequent to the disconnection, for the purpose of reading and settling the account for reconnection of service, the consumer shall be charged for the actual consumption less the provisional consumption already charged for the first and second door lock billing periods, subject to monthly minimum charges as per tariff conditions and reconnection shall be made only on payment of the bill amount outstanding and reconnection charges as per tariff conditions.

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Due to non following the guidelines of General Terms and Conditions of Supply as above by the respondents this problem has arised and much inconvenience faced by the complainant for non issuing of C.C. bills regularly to him for the actual consumed units as per the meter reading available from time to time if the meter reader approached the premises of service connection in right time and taken actual reading.

The C.C. bills issued under door lock was traced out by the field staff during 06/2009 on the inspection of service connection after taking an abnormal delay of near about two years without verifying the check reading furnished by the spot biller against this service connection at any stage by the departmental staff whoever may be responsible at different spells for checking before issuing the C.C. bills to the consumers. If this has rectified at the initial stage keeping in view of the guidelines issued in General Terms and Conditions of Supply following them in a right time and in a right way the revenue loss against this service connection could have been rectified at the initial stage without causing any inconvenience to the consumer in the way of disconnection of his service connection on the view of pending arrears accumulated on the C.C. bills issued without proper way for non payment of the same by the complainant is not justifiable and not maintainable.

The Assistant Accounts Officer/ERO/Korutla has furnished a DCB particulars against this S.C. No. 14526 indicating an amount of Rs. 3,947/- as outstanding arrears for payment by the complainant after adjustment of all the C.C. bills issued to him under door lock status and taking into consideration of average units consumed by the complainant as 78 numbers units to 85 numbers units per month.

The respondents and departmental staff whoever may be the responsible for deviating the General Terms and Conditions of Supply Clauses in this case in connection with issue of proper C.C. bills to the complainant in a right time for the actual units consumed by him without observing the check reading furnished against this service connection are liable for taking necessary departmental action as per the rules in vogue.

As per the contention of the complainant Sri. Jagdish working as helper is also liable for initiating necessary departmental action for his misbehavior took place against the family members of complainant duly conducting enquiry and following the departmental procedures as in force.

5. **ORDER :-**

The respondents are directed to issue the revised C.C. bills to the complainant duly adjusting the reading as furnished under door lock status for payment as per the actual amount arrived by them from the date of release of this service connection to till-the-date of reconnection made on partial payment paid by the complainant in view of service was under disconnection.

The complainant is requested to pay the amount as arrived by the respondents and also the complainant is advised to ask the bills whenever the bills not received regularly.

Further the respondents are directed to act according to the Clauses of General Terms and Conditions of Supply strictly well-in-time and not to cause any inconvenience to the consumers like in this case and provide the good services to them, deviating the same, they are liable for initiating any departmental action as per the rules in vogue.

The detailed compliance report duly implementing these orders shall be submitted to the Forum within 15 days from the date of receipt of these orders.

5. **Reasons for Delay :-**

There is a delay of about 35 days in deciding the petition. The reasons for delay are :-

- i. Non-receipt of reports from respondents.
- ii. Insufficient information filed by the complainants.

6. 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 08<sup>th</sup> day of July, 2011.

Sd/-	Sd/-	Sd/-	Sd/-
<b>K. RAMESH</b>	<b>G. RAVEENDRANATH</b>	<b>A. SUDHARSHAN REDDY</b>	<b>T. SADARLAL</b>
<b>MEMBER (LEGAL)</b>	<b>MEMBER (ACCOUNTS)</b>	<b>CO – OPTED (MEMBER)</b>	<b>CHAIRPERSON</b>

**Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 312/2011-1 Dt. 08.07.2011.**

***Copy to :-***

The Superintending Engineer/Operation/NPDCL/Karimnagar.  
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.**