

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

**29<sup>th</sup> Day of June, 2010.**

**Present :** Sri. D. Narsinga Rao : Chairman  
Sri. K. Ramesh : Member (Legal)  
Sri. A. Sudarshan Reddy : Co – Opted (Member)

**C.G. No. 271/2010 of Warangal Circle**

**Between**

Sri. P. Jaya Prakash Rao  
S.C. No. 2247 - 79125  
H. No. 1 – 7 – 1079  
Om Jai Govind Complex  
Advocate Colony  
Hanamkonda  
Warangal Dist.

**Complainant**

**AND**

1. Assistant Engineer/Distribution/Nakkalagutta.
2. Assistant Divisional Engineer/Distribution/Hanamkonda
3. Assistant Accounts Officer/ERO/Town/Hanamkonda.
4. Divisional Engineer/Operation/Warangal.

**Respondents**

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Sri. P. Jaya Prakash Rao, R/o. Om Jai Govind Complex, Advocate Colony, Hanamkonda, Warangal-Dist., hereinafter called as the complainant, in his complaint dated. -NIL- received and registered on 01.04.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated as follows :-

- i. the bill issuing person has stated that the meter is giving false reading in this month i.e., ( March, 2010) due to jumping of 13000 units (Thirteen thousand) of Consumer No. 2247 – 79125,

**Contd.2**

Nakkalagutta, Hanamkonda, Warangal-Dist., of Sri. P. Jaya Prakash Rao, Om Jai Govind Complex, Advocates Colony, Hanamkonda, Warangal-Dist., which is incorrect and instructed us to approach Assistant Engineer/Electricity/Hanamkonda, Warangal for rectification.

- ii. few instructions were made by Assistant Engineer/Electricity they had paid Rs. 150/- through demand draft for replacement of faulty meter on 15.03.2010.
- iii. but after one week instead of taking action for fixing of new meter after paying the respective fees in shape of DD, the officials were issued today a bill for Rs. 79159.76, for units 12661 I.E., on 24.03.2010.
- iv. the above action is great injustice and which created shock to the consumer after seeing the huge bill of Rs. 79159.76 for units 12661 in one month which is illegal to run a small commercial outlet.
- v. based on the representation dated. 15.03.2010, submitted by us to the Assistant Engineer/Distribution/Nakkalagutta, the complainant has enclosed the Xerox copies of previous month bills paid is ensure well in time.
- vi. the complainant requested the Forum to take necessary action and rectify the error and issue necessary recommendations to change the meter and take action against for not responding to the consumer inspite of several requests.

2. As a sequel to the above complaint, Assistant Engineer/ Distribution/ Nakalagutta, Assistant Divisional Engineer/Distribution/Hanamkonda, Assistant Accounts Officer/ERO/Town/Hanamkonda and Divisional Engineer /Operation/Warangal, were directed to file their written submissions vide notice dated. 03.04.2010.

In response to the notice, the Assistant Accounts Officer/ERO/ Town/Hanamkonda, in his filings dated. 15.04.10, stated the following :-

**Contd.3**

- i. the consumer S.C. No. 2247 – 79125, spot bill as issued under Status-I for the month of 03/2010 with I/R, 1179 & FR 13840 for 12661units. Regarding consumers representation, it is to submit that the consumer made representation in the Assistant Divisional Engineer/Distribution/Hanamkonda, who addressed a letter to this office under reference 2<sup>nd</sup> cited requesting to make necessary action against this spot billing agency for issuing wrong bills to the consumers.
- ii. accordingly, a letter has been addressed to spot billing agency to submit the reasons for wrong billing vide Lr. No. AAO/ERO/ T/ HNK/JAO/BS/Dt. 13.04.2010.
- iii. the reply has not been received so far. As and when the reply is received from the spot billing agency, the action will be initiated accordingly.

In response to the notice, the Assistant Divisional Engineer/ Distribution/ Hanamkonda, in his filings dated. 29.03.10, stated the following :-

- i. on 23-03-2010, representative of above service approached to the Sub-division Office and stated that meter was jumped and is requested to arrange to test the meter on same day.
- ii. he was inspected the service and observed the consumption register in meter, the same is furnished here under :-

<b>Meter Particulars</b>	<b>Consumption Register in Meter</b>
M. No. 858635 Make : Centimeter 3-Phase Electronic Meter Check Reading : 13791/23.03.2010	1. 1667 Units 2. 1632 Units 3. 1632 Units 4. 1884 Units 5. 2713 Units 6. 2775 Units

From the above consumption register it is concluded that meter is working normal.

- iii. on verification of billing data service was released on 29.08.09, bill not issued from 10/09, 11/09 and 12/09, 1120 units billed for the month of January 2010, 59 units billed for the month of February 201, 12551 units billed at a time in the month of 03/10 on Dt. 24.03.10.
- iv. from the above billing date it is found that spot biller not billing regularly. Hence the Assistant Accounts Officer/ERO/Town/Hanamkonda is requested to take necessary steps against the above spot billing agency in this case to avoid this type of mistakes in future.

In response to the notice, the Assistant Engineer/ Distribution / Nakkalagutta, in his filings dated. 19.04.10, stated the following :-

- i. the consumer made a representation stating that the meter reading was jumped, on consumer representation he asked him to pay the D.D. of Rs. 150/- for testing purpose.
- ii. but the Assistant Divisional Engineer/Distribution/Hanamkonda has inspected the service and observed the consumption register in meter and it is concluded that the meter was working normal. On verification of billing data, it is observed that spot biller was not issuing the bills regularly, the Assistant Divisional Engineer/Distribution/Hanamkonda has been informed to the Assistant Accounts Officer/ERO/Town/Hanamkonda to take necessary action vide Lr. No. ADE/D/HNK/D. No. 3400/ Dt. 29.03.10.
- iii. further with reference Lr. No. AAO/ERO/T/HNK/D. No. 13/ Dt. 03.04.2010, for the units 12551 is Rs. 79,159 is to be paid by the consumer and the same was explained to the consumer.
- iv. consumer was approached on 29.03.10 to arrange three equal installments in written application, the same was submitted to the Divisional Engineer/Operation/Warangal, to arrange installments.

3. Objections raised by the complainant on the reports submitted by the Assistant Engineer/Distribution/Nakkalagutta and Assistant Divisional

**Contd.5**

Engineer/Distribution/Hanamkonda, forwarded to the complainant by the Forum stating therein as follows :-

- i. he had come to know about faulty meter which is giving false reading, was said by the concerned officials and paid Ra. 150/- in the form of DD from South Indian Bank for replacement of meter, which is a clear-cut evidence of faulty meter, and the bill issuing persons were issued a bill dated. 13.03.10 for units of 11947 for Rs. 74,690/- and again issued a bill on 24.03.10 for units of 12661 for Rs. 79,159/- the difference is 714 units in a gap of 10 days and coming to the another bill which we have received for units 1330 for Rs. 8,220/- for 30 days.
- ii. it is clearly showing that the meter is rectified by the concerned officials during her visits and a genuine bill was given for the month of March-April for units for 10 days.
- iii. further, he submit that Hitesh Electronics is functioning fully from the month of January 2010 ending because of new stock, and however he had not utilized single A/C during the winter season.
- iv. hence, he had requested the Chairman & Managing Director, Consumer Grievances Redressal Forum/NPDCL/Warangal, kindly change the meter immediately and issue new bill basing on our consumption of electricity and save the genuine customer rights of APNPDCLtd.

4. The complaint is posted for hearing on 05.05.2010 at 3.30 P.M. in the Office of Forum and hearing was conducted on the said date, during the hearing the respondents and complainant have attended and submitted their written statements.

The complainant has submitted that they are already requested the Assistant Engineer/Distribution/Nakkalagutta and Assistant Divisional Engineer/Distribution/Hanamkonda for new meter they were visited and

corrected the meter and for the same he has paid Rs. 150/- through D.D. at that time they have not sent the meter for testing inspite of their request. Hence we humble request the Chairman kindly issue necessary order to rectify the bill charges.

The Assistant Engineer/Distribution/Nakkalagutta and Assistant Divisional Engineer/Distribution/Hanamkonda have submitted their written statements as follows :-

During the discussions with consumer in the presence of Chairman/ Consumer Grievances Redressal Forum, the consumer not yet accepted the meter performance, here as per instructions of Chairman, we arrange to test the meter at LT Lab the compliance report will submit after obtaining test results.

The Assistant Accounts Officer/ERO/Town/Hanamkonda has submitted his written statement stating that as the billing is done at a time during 01/10 i.e., from 10/09 to 01/10 duly adjusting the minimum bills issued from 10/09 to 12/09 and from 01/10 onwards the bills are regularly issued to the consumer at the reading available on meter by the new spot billing agency.

As per the discussions made during the hearing the respondents have conducted the meter testing by the Assistant Divisional Engineer/CT & LT Meters/Warangal in the presence of consumer and concerned Assistant Engineer and submitted a report furnishing the previous history available in the meter compared with actual billing as follows :-

Month	As per Meter History		As per Spot Billing
	Consumption	MD	Billed Units
Apr -10	1810	14.82	1330
Mar - 10	2068	23.80	12661
Feb - 10	1667	16.4	59

Contd.7

Jan - 10	1486	11.2	1120
Dec - 09	1632	11.22	RNF
Nov - 09	1884	13.26	RNF

After the hearing conducted by this Forum, the Assistant Divisional Engineer/Distribution/Hanamkonda has submitted the report stating that, the Spot Biller billing at a time 12661 units for the final reading 13840 in the month of March 2010. But the consumer availing supply since date of release i.e., 29.08.2009. Hence bifurcation the reading 13840 from the date of release i.e., 29.08.2009 to 03/2010.

Further the Assistant Divisional Engineer/Distribution/Hanamkonda has submitted that, the meter three phase cumulative error is + 0.704% it is within permissible limits, because of the meter is class 1.0 accuracy meter.

Based on the above proposals the Assistant Accounts Officer/ ERO / Town/Hanamkonda has submitted the report stating that, the bills are revised from 09/2009 to 03/2010 and Rs. 1,147/- was with drawn through J.E. No. 93 of 06/2010.

The complainant has also submitted his representation addressed to the Chairman/Consumer Grievances Redressal Forum/NPDCL/Warangal, letter dated. 29.06.2010 stating that, ***“as per the discussions held on 29.06.2010 with the Assistant Engineer/Distribution/Nakkalagutta, it is understand that we will pay the electricity bill after the correction and without interest on pending bills in four instalments”.***

#### 5. Analysis of the Case :-

From the detailed information/reports submitted by the respondents it is observed that the meter functioning is in normal condition only, but due to

non serving the C.C. bills to the complainant S.C. No. 2247 – 79125, Cat-II, by the Spot Biller regularly, the actual units consumed by the complainant are not billed within the time by issuing the monthly bills regularly by which the units consumed are accumulated. The Spot Biller has not issued the C.C. bills for the months of 10/09 & 11/2009, 12/2009 and bills issued wrongly without observing the actual consumed units by the complainant. The C.C. bill for the month of 03/2010 was issued to the complainant for an amount of Rs. 79,159/- for 12551 units consumed by the complainant including the units already consumed by the complainant for the previous months/wrong bill served to him. Due to non serving the C.C. bills regularly to the complainant this problem has occurred.

6. **ORDER :-**

Non issuing of C.C. bills to the complainant regularly is a lapse on the part of the respondents due to this the consumer has got huge amount of C.C. bills in the month of 03/2010. Further the respondents are directed to give an opportunity to the complainant to clear the huge amount of C.C. bills as per the adjustment made revised issued to him in three monthly installments.

The complainant is also requested to clear the C.C. bills arrears as per the bills served by the respondents in three monthly instalments in view of the meter functioning as per the test reports submitted by the Assistant Divisional Engineer/L.T. Meters. The meter error furnished in the test reports are under the purview of within the limit only. The respondents are directed to collect the C.C. bills arrears from the complainant and submit a compliance report to this Forum.

7. **Reasons for the Delay :-**

Due to non receipt of the reports from the respondents well in time.

Signed on 29<sup>th</sup> day of June, 2010.

Sd/-  
K. RAMESH  
MEMBER (LEGAL)

Sd/-  
A. SUDARSHAN REDDY  
CO - OPTED (MEMBER)

Sd/-  
D. NARSINGA RAO  
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 271/2010-1 Dt. 29.06.2010.

**Copy to :**

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.**