

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

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

**Present :** Sri. D. Narsinga Rao : Chairman  
Sri. K. Ramesh : Member (Legal)

**C.G. No. 267/2010 of Khammam Circle**

**Between**

Sri. S. Dhanam Jayudu  
Manager  
M/s. Bhadradi Co-operative Urban Bank Limited  
S.C. No. 9138  
Bhadrachalam – Branch  
Bhadrachalam  
Khammam – Dist.

**Complainant**

**AND**

1. Assistant Accounts Officer/ERO/Bhadrachalam.
2. Divisional Engineer/Operation/Bhadrachalam.

**Respondents**

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Sri. S. Dhanam Jayudu, Manager of M/s. Bhadradi Co-operative Urban Bank Limited, Bhadrachalam, Khammam-Dist., hereinafter called as the complainant, in his complaint dated. 18.02.10, received and registered on 24.02.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated as follows :-

- i. they had written several letters and hundreds of telephone calls to your department heads for rectification of heavy bills to our above S.C. No. 9138 at Bhadrachalam during the period of March 2003 to December 2003.

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- ii. they are received heavy bills to their branch which is a small one and our consumption will never go to that extent. The following bill amount shows our usual and normal consumption of their branch.

Months	No. of Months	Units	Bill Amount Rs.
November & December 2002	2	764	4,827
January & February 2003	2	1243	8,209
<b>Meter Changed } :-</b>			
March & April 2003	2	2731	18,364}
May & June 2003	2	3406	22,463}
July & August 2003	2	2549	16,583} Paid
September & October 2003	2	3682	24,247}
November & December 2003	2	4662	30,826

(Another meter was changed after our repeated complaints and the following are our consumption particulars).

Months	No. of Months	Units	Bill Amount Rs.
December 2003 & January 2004	2	810	6,466
February 2004	1	296	2,380
March 2004	1	683	4,700
April 2004	1	576	4,256
May 2004	1	739	5,084
June 2004	1	359	2,917
July 2004	1	343	2,859
August & September 2004	2	580	4,341
October 2004	1	396	3,260
November 2004	1	336	2,846
December 2004	1	310	2,613
January 2005	1	324	2,718
February 2005	1	348	2,827
March 2005	1	334	2,726
April 2005	1	639	4,703
<b>Total From December 2003 to April 2005</b>		<b>7073</b>	<b>54,696</b>

- iii. the above figures clearly show that from Dec-2003 to January 2005 their total consumption is 7073 units and the average works out to 416 units per month only. For the consumption of 7073 units we have paid Rs. 54,696/- for 17 months.

**Contd.3**

- iv. hence they are requested you to please correct the bills of March 2003 to December 2003 where the billing has come to 17030 units for eight months to a small bank branch.
- v. further, an amount of Rs. 600/-to Rs. 700/- is being charged every month as charges. Several times we consulted your CE, SE, DE, ADE for rectification of the problem but in vain.
- vi. they are also submit the monthly consumption for 2005 and 2006 years for your kind perusal for taking necessary action.

Month	Electricity	Bill Amount
	2005	2006
January	2827	2559
February	2726	^
March	4703	3944
April	^	^
May	10843	5683
June	8017	5825
July	4470	^
August	^	7206
September	2690	5737
October	3969	4364
November	2720	3637
December	3237	4431

2. As a sequel to the above complaint, Assistant Accounts Officer/ ERO/ Bhadrachalam and Divisional Engineer/Operation/Bhadrachalam, were directed to file their written submissions vide notice dated. 22.02.2010.

In response to the notice, the Divisional Engineer/Operation/ Bhadrachalam, in his filings dated. 09.04.10, stated the following :-

- i. the service of S.C. No. 9138 released in the name of Sri. R. Satish under Cat-II on 24.01.2000 in Bhadrachalam –Town. This service was billed under by monthly mode from the date of release to 02/2004. From 02/2004 onwards billing mode was changed from by monthly to monthly.

- ii. the consumer of S.C. No. 9138 approached to the Assistant Divisional Engineer/Operation/Town/Bhadrachlam, during 12/ 03 and informed that consumption pattern of the meter is very high under compared to previous months consumption.
- iii. as per the instructions of higher authorities, Assistant Engineer/ Operation/Town/Bhadrachalam removed the meter of the above service on Dt. 05.01.2004 and fixed a new meter.
- iv. the removed meter of the above service (Meter No. 036841, make same (E), FR 21616) send to LT Meters Lab in Khammam on Dt. 07.05.2004, for testing the meter condition.
- v. in the presence of Assistant Divisional Engineer/CT Meters, Line Inspector of Bhadrachalam and consumer, the above meter was tested. The Assistant Engineer/LT Meters /Khammam has given report that the meter body, seals meter terminal block is in good condition and the meter records accurately.
- vi. the consumption pattern of the meter is not uniform on verification of ERO records and the high consumption particulars recorded during the Year 2001 to 2005 are as follows :-

SI. No.	Month & Year	Recorded Consumption
1	08/2001	1086
2	04/2002	1241
3	06/2002	1763
4	10/2002	1147
5	06/2005	1595
6	07/2005	1138

3. The hearing was conducted on 12.05.2010 at 3.30 PM in the Chamber of Chairman/Consumer Grievances Redressal Forum/NPDCL/Warangal, during the hearing conducted the respondents and complainant have attended and submitted their written statements as follows :-

The complainant has submitted his written statement as follows :-

- i. he has informed that their S.C. No. 9138 has receiving heavy billing during the Year 1-1-2003 to 31.12.2003. On

average during the years 1-1-2004 to 31.12.2004, 2005, 2006 are mentioned here under :-

YEAR	AMOUNT
1-1-2003 to 31-12-2003	Rs. 1,20,692-00
1-1-2004 to 31.12.2004	Rs. 41,613/-
1-1-2005 to 31.12.2005	Rs. 46,202/-
1-1-2006 to 31-12-2006	Rs. 43,386/-

- ii. and during the Year 2003 the billing has given three times of average billing for next three years.
- iii. in addition the department (APNPDC Ltd) has charged Rs. 38,960/- towards other charges up to this day.
- iv. hence they have requested to please look into the matter and do justice.
- v. the excess amount of billing of Rs. 75,000/- + Other Charges may please be reimbursed and adjusted to the future billing, please do justice in this regard.

The Assistant Accounts Officer/ERO/Bhadrachalam and Divisional Engineer/Operation/Bhadrachalam have submitted their written statements as follows :-

- i. Discussion held about S.C. No. 9138, Cat-II of Bhadrachlam, heard the problem explained by the consumer regarding wrong billing for the period from 01.01.2003 to 12.12.2003.
- ii. In respect of billing pattern and payment particulars from 2001 to 04/2010 will be submitted within 10 days.
- iii. Further it is to submit that previous correspondence held with the consumer and other department authorities will be submitted within 10 days.

The Assistant Accounts Officer/ERO/Bhadrachalam, has submitted his report dated. 29.05.10, stating as follows :-

- i. the S.C. No. 9138 released in the name of Sri. R. Sathish under Cat-II on 24.01.2000 with a connected load 9960 Watts.
- ii. This service was billed under bi-monthly mode from the date of release to 02/2004. From 02/2004 onwards billing mode was changed from bi-monthly to monthly.
- iii. the consumer of S.C. No. 9138 approached to the Assistant Divisional Engineer/Operation/Bhadrachalam Town during 12/03 and informed that consumption pattern of the meter is very high when compared to previous months.
- iv. as per the instructions of higher authorities, Assistant Engineer/Operation/Town/Bhadrachalam removed the meter of the S.C. No. 9138 and send to L.T. Meters Lab in Khammam, for the testing. In the presence of Assistant Divisional Engineer/C.T. Meters, Line Inspector of Bhadrachalam and consumer the meter was tested.
- v. the Assistant Engineer/L.T. Meters/Khammam, was given report and stated that the meter body, seals meter terminal block is in good condition and the meter performance is **O.K.** and recording accurate consumption.
- vi. further it is to submit that consumption pattern of the consumer is not constant it is fluctuating from period to period. Hence it is not possible to asses average monthly consumption of the consumer.
- vii. as per the records and report given Assistant Engineer/L.T. Meters there is no defect in meter and in the billing pattern.
- viii. hence the objection raised by the consumer is not correct.

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

The complainant contention is that he received C.C. bills heavily for his S.C. No. 9138 at Bhadrachalam, during the period from March 2003 to

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December 2003 comparing with the earlier consumption units and payments made by him. But as per the reports submitted by the respondents they have removed the meter as per the instructions of higher authorities and sent to L.T. Meters Lab in Khammam for the testing. The Assistant Engineer/LT Meters after testing the above meter on 07.05.2004 submitted a report stating that the meter body, seals, meter terminal block were in good condition and the meter performance is **O.K.**, and recording accurate consumption.

From the above, the meter working condition is **O.K.** and recording the units whatever consumed by the complainant.

5. **ORDER :-**

The complainant is requested to clear the pending C.C. bills for the period 03/2003 to 12/2003 as per the bills served by the respondents within 15 days. On going through the records available/furnished by the respondents and contents of the complainant the Forum is in the opinion that the meter functioning for the above period is found O.K. as per the test reports submitted by the Assistant Engineer/L.T. Meters/MRT/Khammam.

The consumption pattern of the complainant is also not constant it is fluctuating from period to period as per the earlier period consumed units. The respondents are also directed to collect all the C.C. bills pending from the complainant for the above period and a compliance report in this regard sent to this Forum within 30 days from the date of receipt of this order.

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

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

7. 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 14<sup>th</sup> day of June, 2010.

Sd/-  
K. RAMESH  
MEMBER (LEGAL)

Sd/-  
D. NARSINGA RAO  
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 267/2010-1 Dt. 14.06.2010.

**Copy to :**

The Assistant Divisional Engineer/Operation/Bhadrachalam.  
The Superintending Engineer/Operation/NPDCL/Khammam.  
The General Manager (IT)/Corporate Office/NPDCL/Warangal.  
*(He is requested to place the order in the Company's Website).*  
The Stock file.

**//FORWARDED BY ORDER //**

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