

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

**05<sup>th</sup> Day of February, 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. 298/2010 of Warangal Circle**

**Between**

Sri. Shankar Rao  
General Secretary,  
Owner's Association,  
S.C. No. 76279  
V.B. Residency Flat,  
Teacher's Colony,  
Face to Waddepally,  
Warangal-Dist.

**Complainant**

**AND**

1. Assistant Engineer/Distribution/Subedari.
2. Assistant Divisional Engineer/Distribution/Town/Hanamkonda
3. Assistant Accounts Officer/ERO/Town/Hanamkonda.
4. Divisional Engineer/Operation/Warangal.
5. Private Accounting Agency/OPG (CAD)/Warangal.

**Respondents**

**@@@**

Sri. S. Shankar Rao, General Secretary, Owner's Association, V.B. Residency Flat, Teacher's Colony, Face to Waddepally, Warangal-Dist., hereinafter called as the complainant in his complaint dated. 30-11-10 received and registered on 30.11.10, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- I. Sri. S. Shankar Rao, General Secretary, VB Residency Flat, Owners Association has lodged a complaint in the Forum stating as follows :-
  - a. They are the Residents of Teacher's Colony, Phase-II, Waddepally, VB Residency Apartment (H. No. 2-1-445).

**Contd.2**

- b. Their Apartment was billed by the M/s. Mitra Builders. Presently it is under finishing stage.
- c. At the time of construction of this Apartment in the Year 2007-08 builder was taken service connection with Meter No. 76279. The electricity needs of the Apartment is fulfilled with this meter from the period of construction of the apartment.
- d. In the month of 10/2010, the department has released service connection fixing the 30 number meters to the individual owners of the apartment who have occupied the flats of 30 numbers.
- e. The concerned Assistant Engineer/Distribution/Subedari has removed the power supply to the entire apartment stating that the Meter No. 76279 is having arrears for payment to the tune of Rs. 1.79 Lakhs.
- f. The Meter No. 76279 is utilized by the builder. The arrears against this meter is to be paid by the builder only. Instead of collection of arrears since three years from the builder now the department has removed power supply to the apartment due to this reason is not justified.
- g. The power supply to the apartment may be restored immediately as we have no related with the pending arrears against the Meter No. 76279.

2. As a sequel to the above complaint, the Assistant Engineer/Distribution/Subedari, Assistant Divisional Engineer/Distribution/Town/Hanamkonda, Assistant Accounts Officer/ERO/Town/Hanamkonda, Divisional Engineer/Operation/Waranga and Private Accounting Agency/OPG(CAD)/Warangal, were directed to file their written submissions vide notice dated. 01.11.2010.

I. The Assistant Divisional Engineer/Distribution/Town/Hanamkonda in his filings received on 13-12-2010, stated the following :-

- i. The S.C. No. 2223-76729 was released in the month of 02/2009 under Cat-II for construction of VB Residency Apartment (Survey Numbers 652 & 653).

- ii. The DCB (Demand Collection, Balance Arrears) report pertains to above S.C. No. 76279 is observed that the spot biller not billing properly from date of release to September 2010. In the month of October 2010 actual reading billed, hence at a time 26630 units billed and the demand raised for Rs. 1,61,931/- at a time.
- iii. In the Lr. No. AE/Dist./SBD/D. No. 935/10/Dt. 29.11.10, the Assistant Engineer/Distribution/Subedari submitted on 23.11.10 while operating 'D' list by O&M Staff found that the above service having huge arrears i.e., 1,69,021/- at the end of October 2010. Hence the concerned O&M Staff intimated the owners association of apartment to pay the above arrears charges after discussing with builder, but even though after taking six days time the above arrears was not paid. Hence on 29.11.10 disconnect the supply to the DTR fed to above service and individual flats.
- iv. After disconnecting of the above service, the owners association of apartment and the builder approached to undersigned to request 15 days time to pay the above arrears, which was raised in one month i.e., October 2010. Hence on same day supply was extended to the above individual flats consumers.
- v. In the Lr. No. AE/Dist./SBD/D. No. 935/10/Dt. 29.11.10, the Assistant Engineer/Distribution/Subedari was intimated to Assistant Accounts Officer/ERO/Town/Hanamkonda to take action against the spot billing agency whom that the spot biller billed under D/L, RNF status from date of release till up to September month, even though the meter is fixed outside and convenient place.

**II.** The Assistant Accounts Officer/ERO/Town/Hanamkonda in his filings received on 21-12-2010, stated the following :-

- i. However the Assistant Engineer/Distribution/Subedari represented that the spot biller is not taking the readings and at a time bill was issued duly suppressing the readings in the earlier months as the consumer utilized the supply for construction of apartment. Based on it was revised and an amount of Rs. 138.83, were withdrawn Vide J.E. No. 09 of 12/2010.
- ii. Further the spot billing agency (SBA) were issued several notices for proper timely billing of the services to avoid consumers complaints, energy loss, deferment of revenue etc. A one week notice was issued to M/s. Shyam & Dayakar, SBA of ERO Town, Hanamkonda for submission of his reasons vide Lr. No. AAO/ERO/T/HNK/JAO/BS/D. No. 859/10/Dt. 29.11.10.

3. The hearing was proposed and conducted on 28.12.10 in the Chamber of Chairperson/Consumer Grievances Redressal Forum/NPDCL/Warangal at 3.30 PM. During the hearing conducted, the respondents i.e., Assistant Engineer/Distribution/Subedari, Assistant Divisional Engineer/Distribution/Town/Hanamkonda, Junior Accounts Officer/ERO/Hanamkonda, Spot Billing Agency and the complainant, have attended for the hearing.

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

**I. Complainant :-**

- i. They will pursue the builders to pay the due amount to the NPDCL as soon as possible.

**II. Respondents :-**

- i. The Assistant Divisional Engineer/Distribution/Hanamkonda, has submitted that the information in this case is already furnished..
- ii. The Assistant Engineer/Distribution/Subedari, has submitted that she has inspected the exceptionals randomly every month.
- iii. The Spot billing Agency has submitted that he has inspected the exceptionals randomly every month.

**I. The Assistant Accounts Officer/ERO/Town/Hanamkonda, Dt. 13.01.11 :-**

- i. He has submitted vide his letter dated. 13.01.11 stating that as per the request made by the Assistant Divisional Engineer / Distribution/Hanamkonda vide letter dated. 05.01.11 he has transferred an amount of Rs. 39,989/- from S.C. No. 2223-72550 to S.C. No. 2223-76279 is made through J.E. No. 16 and J.E. No. 17 duly raising burnt meter charges.

**II. The Assistant Divisional Engineer/Distribution/Hanamkonda, Dt. 29.01.11 :-**

- i. That on the constant pursuance with builder and the land consumer of S.C. No. 2223-76279, paid the C.C. charges arrears as follows :-

- a. An amount of Rs. 65,000/- + 50/- R.C., Total 65,050/- paid vide P.R. No. 12122148144/31.12.10.
  - b. An amount of Rs. 39,989/- credited to consumer vide J.E. No. 17, the amount was transferred from link service of Mithra Builders in the same premises.
  - c. An amount of Rs. 49,950/- + 50/- R.C., Total 50,000/- paid vide P.R. No. 12122128752/28.01.11. Totally Rs. 1,54,389/- paid against Rs. 1,61,931/- bill raised at a time in the month of October-2010.
- ii. Further it is to submit that Rs. 28,354/- arrears outstanding as on December 2010 including of current C.C. charges raised Rs. 6,133/- in the month of November-10 and Rs. 7727/- in the month of Decemeber-10, they can take care about to clear the above arrears on or before 1<sup>st</sup> week of February 2011 simultaneously intimate further payments.

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

Due to non taking of meter readings by the spot biller properly regularly this has happened in this case. Moreover the departmental officials have also not checked the meter readings of the S.C. No. 76279 every month regularly before issuing the bills. If proper checking has been done in the earlier instances itself by staff/officials before issuing the bills, the department revenue could not been locked from the builder for a long time i.e., from the date of release of this service. Non checking the meter readings of the service connection like in this case pertaining to commercial service is a lapse on the part of the departmental officials.

The Forum has came to a conclusion with an advise to the respondents to take appropriate steps to avoid this type of incidents atleast in future cases and more careful in realization of the departmental revenue, well-in-time by providing good services to the consumers.

The complainant is also requested to co-operate with the respondents to persue with the builder for payment of balance amount as early as possible and avoid the electricity supply problem to them like this in future incidences.

5. **ORDER :-**

The respondents have recovered major portion of the arrears amount pending against the S.C No. 76279. The balance amount of Rs. 28,354/- shall also be recovered from the consumer immediately as per the report furnished.

The respondents are directed to take stringent action and give suitable instructions into the matter against the spot billing agency duly recovering 10% of the amount from the pending bills on hand for payment and report compliance to the Forum within 15 days of receipt of this order.

6. **Reasons for Delay :-**

There is a delay of about 22 days in deciding the petition. The reasons for delay are :-

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

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 03<sup>rd</sup> day of February, 2011.

Sd/-	Sd/-	Sd/-	Sd/-
K. RAMESH	G. RAVEENDRANATH	A. SUDHARSHAN REDDY	T. SADARLAL
MEMBER (LEGAL)	MEMBER (ACCOUNTS)	CO - OPTED (MEMBER)	CHAIRMAN

**Endt. No./C.P./C.G.R.F/NPDCL/WGL/C.G. No. 298/2010-1 Dt. 05.02.2011.**

**Copy to :-**

The Superintending Engineer/Operation/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.**

