BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh :: Hyderabad

:: Present ::

C. Ramakrishna

Date: 23-09-2015

Appeal No. 6 of 2015

Between

M/s. Vijay Krishna Ice & Cold Storage, Pvt.,Ltd, Bondapally Village & Mandal, Vizianagaram District represented by Sri. B. Kasi Visweswara Rao

... Appellant

And

1. The AE/Operation/APEPDCL/Bondapalli Village & Mandal/Vizianagaram District
2. The AAO/ERO-Rural/APEPDCL/Dasannapeta/Vizianagaram District
3. The ADE/Operation/APEPDCL/Gajapathinagaram Village/Vizianagaram District
4. The DE/Operation/APEPDCL/Dasannapeta/Vizianagaram District

… Respondents

The above appeal filed on 25-05-2015 has come up for final hearing before the Vidyut Ombudsman on 07-09-2015 at Vizianagaram. The appellant, as well as respondents 1 to 4 above were present. Having considered the appeal, the written and oral submissions made by the appellants and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the complaint of the consumer about receiving huge demand from the respondents on account of short billing assessment.

3. The appellant stated in his appeal that he had been paying the electricity bills regularly without fail ever since the factory was taken on lease in the year 2013; that in the month of January, 2015 the respondent ADE had served on him a notice for payment of Rs. 6,70,000/- for the period September, 2013 to March, 2014 and informed that unless the amount is cleared, the supply to the factory would be stopped; that on being advised that he can apply to CGRF for redressal of grievance he applied to the CGRF and that the CGRF had not considered his problem; and that therefore he is approaching this authority for justice.

4. The consumer is being represented by Sri. B. Kasi Visweswara Rao. During the course of the hearings, it was evident that he had taken an existing sick unit on lease but continued using the service connection without getting it transferred in the name of the lease holder. He went on to narrate the innumerable problems faced by him in the course of running the business. A perusal of the written and oral narration revealed that he had faced quite a few challenges businesswise and is continuing to face the challenges. As far as the supply to the premises is concerned, the respondent AE has reportedly been very cooperative and had changed the CTPT at least on three occasions to redress the perceived grievance of the consumer. In spite of that, when he is served with an arrear bill for Rs. 6,70,000/-, he is unable to digest that fact and has approached the CGRF and this authority for relief.

5. Notices were issued for hearing the matter. The respondent DE submitted in writing that a short billing case was booked by the DPE wing on 22-03-2014 and that the same has been finalized on 07-05-2015 resulting in determination of a demand for Rs. 6,70,482/-. He submitted a copy of the file for perusal. On perusal of the record it is found that the service was inspected by the DPE wing on 22-03-2014 and found

two shortcomings. One is that the consumer had connected higher load than what is contracted for and the other is that the meter is defective as it is recording less number of units than what it should be recording. The respondent officers had taken the consequential action and finalized the demand. The consumer has not questioned either the inspection by the DPE wing or any of the consequential actions taken by the respondents.

6. During the course of the hearing, the appellant and the respondents confirmed what they stated in writing. The appellant had prayed that in view of the difficulties being faced by him, he may be shown due consideration.

7. In view of the non-questioning / contesting of any of the actions of the respondents by the appellant, and also in view of there being no defect in the actions taken by the respondents, the appeal fails and is dismissed.

8. This order is corrected and signed on this 23rd day of September**, 2015**.

9. A digitally signed copy of this order is made available at www.vidyutombudsman.ap.gov.in.

VIDYUT OMBUDSMAN

To

1. Sri. B. Kasi Visweswara Rao, C/o Vijay Krishna Ice & Cold Storage, Pvt.,Ltd, Bondapally Village & Mandal, Vizianagaram District - 535260

2. The Assistant Engineer, Operation, APEPDCL, Bondapalli Village & Mandal, Vizianagaram District - 535260
3. The Assistant Accounts Officer, ERO-Rural, APEPDCL, Near Vidyut Bhavan, Dasannapeta, Vizianagaram District - 535002
4. The Assistant Divisional Engineer, Operation, APEPDCL, Gajapathinagaram Village & Mandal, Vizianagaram District - 535270
5. The Divisional Engineer, Operation, APEPDCL, 1st Floor, Vidyut Bhavan, Dasannapeta, Vizianagaram - 535002

Copy to:

6. The Chairman, C.G.R.F., APEPDCL, P & T Colony, Seethammadhara, Near Gurudwara Junction, Visakhapatnam - 530 013
7. The Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Hyderabad - 500 004