BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh :: Hyderabad

:: Present ::

C. Ramakrishna

Date: 08-07-2015

Appeal No. 83 of 2014

Between

Sri. Merugupuvvu Ramanna, Mummidivarappadu(V) Ravulapalem (M)
East Godavari District.

... Appellant

And

1. The AE/Operation/APEPDCL/Ravulapalem/East Godavari District
2. The AAO/ERO/APEPDCL/Amalapuram/East Godavari District
3. The ADE/Operation/APEPDCL/Kothapeta/East Godavari District
4. The DE/Operation/ APEPDCL/Amalapuram/East Godavari District

… Respondents

The above appeal filed on 10-12-2014 has come up for final hearing before the Vidyut Ombudsman on 02-07-2014 at Rajahmundry. The appellant, as well as respondents 1 to 4 above were present. Having considered the appeal, the written and oral submissions made by the appellant and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the complaint of the consumer about getting excessive bills and also about non-waival of bills in spite of his eligibility for the government

announced subsidy.

3. The appellant stated in his appeal that he had received excessive bills; that his requests for correction of bills and granting him waiver from payment in accordance with the SC/ST subplan Act fell on deaf ears; that the respondent officers had not corrected the meter; that in his house only three bulbs will be glowing for about two hours from 7:00 PM to 9:00 PM apart from a ceiling fan; that as there is no other load in the house, his bills are found to be excessive; and that the respondents, without looking into all these aspects, had given incorrect reports and thereby he was not meted out justice.

4. Notices were issued for hearing the matter. The respondent AAO filed his written submission stating that the appellant has an LT Category I connection bearing number 1012-000025; that the appellant belongs to the Scheduled Caste; that the government had taken a policy decision to provide for free power to SC / ST beneficiaries who are residing in SC habitations and ST housing colonies and consuming less than 50 units per month; that the said scheme is applicable only to those of the beneficiaries whose consumption is less than 50 units per month; and that the appellant's consumption is more than 50 units per month except in September, 2014 for which he is eligible for a subsidy amount of Rs. 162.66/-. He enclosed copies of the consumer history, the ledger details and bill details.

5. During the course of hearings, the consumer represented that the respondents had not looked into his grievance of excessive bills. In spite of the grievance not being substantiated with evidence, this authority felt that the respondents could have acted with more empathy in view of the advanced age of the appellant. For this the

respondents sought some time and inspected the premises on 26-01-2015. The respondents filed their written submission on 12-02-2015 stating that the meter is found to be working properly; that the consumer had physically connected 4 numbers of 60 Watts bulbs and one old fan. The total connected load is found to be 300 Watts. They further stated that the bearing of the fan appears stuck and this is the possible reason for the consumer getting excessive bills. They reported that they advised the consumer to replace the bulbs with CFL bulbs and have the fan repaired or replaced with a new fan to experience lower consumption. The respondents filed copies of the government orders regarding the free power scheme to SC / ST beneficiaries.

6. During the course of the hearings, in view of the appellant's persistent complaint about excessive billing, the meter was ordered to be tested. The respondents got the meter tested on 24-4-2015 and replaced the old meter with another working one. The results of the meter test report showed that the meter is in good working condition.

7. The appellant further complained that while people with huge loads are getting lower bills, he is getting more bills and is not found eligible for free power under the Government's announced policy.

8. The Government's policy, as announced in the GOs cited by the respondents is perused. In G.O. Ms. No. 58 dated: 02-07-2013, the Government had taken a decision to bear the electricity consumption charges of those of the SC beneficiaries who are living in SC colonies and have a monthly consumption ranging between 0 and 50 units. The said G.O made it clear that the scheme will not be applicable for those households that have a consumption of more than 50 units per month. The appellant's grievance

that people with huge loads are getting lesser bills is not found to be substantiated.

9. In the case of the appellant, it is clear that the DISCOM raised demand on him only when his monthly consumption went beyond the 50 units. His complaints of excess billing also are proved to be not substantiated. The consumer, admittedly got the fan repaired on the advice of the respondents. During the course of the hearings, the consumption pattern of the consumer for the months after the meter change was found to have come down. This is presumably on account of the consumer getting his fan repaired.

10. Therefore, this authority finds no merit in the appeal and it is dismissed.

11. Coming to the CGRF's order, this authority finds nothing amiss with the order. Hence, the order issued by the CGRF is not being interfered with.

12. This order is corrected and signed on this 8th day of July **, 2015**.

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

VIDYUT OMBUDSMAN

To

1. Sri. Merugupuvvu Ramanna, Mummidivarappadu (V) Ravulapalem (M) East Godavari District.

2. The Assistant Engineer, Operation, APEPDCL, Operation Section, Ubalanka Road, Ravulapalem, East Godavari District - 533 238
3. The Assistant Accounts Officer, APEPDCL, ERO, K. Agraharam, Amalapuram, East Godavari District - 533 201
4. The Assistant Divisional Engineer, Operation, APEPDCL, Main Road, Kammireddypalem, Kothapeta, East Godavari District - 533 223
5. The Divisional Engineer, Operation, APEPDCL, Near Edarapalli Bridge, Amalapuram, East Godavari District - 533 201

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