

ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
4th & 5th Floors, Singareni Bhavan, Red Hills, Hyderabad-500 004

O.P (SR) No. 53 of 2009

Dated: 19.03.2010

Present

Sri A.Raghotham Rao, Chairman
Sri R.Radha Kishen, Member
Sri C.R.Sekhar Reddy, Member

In the matter of:

Amendment to clause 4.1.3 of APERC (Electricity Supply Code) Regulation, 2004
(for short 'Regulation No. 5 of 2004').

The petition filed by Central Power Distribution Company of Andhra Pradesh Limited (for short 'APCPDCL') coming on for hearing on 07-01-2010 in the presence Sri P.Shiva Rao, Advocate and having stood over for consideration to this day, the Commission passed the following:

ORDER

APCPDCL filed a petition under clause 13 of Regulation No. 5 of 2004 r/w Section 50 of the Electricity Act, 2003 seeking amendment of clause 4.1.3 of the said Regulation and to add a clause empowering it to send CC bills through SMS or by E-mail as proof of sufficient service of bill. In the petition, the petitioner has pointed out that Clause 4.1.3 of Regulation No. 5 of 2004 notified by the Commission reads as follows:

"Bills shall be sent to the consumers, other than HT category, either by post or by hand delivery and in case of HT consumers, either by certificate of posting or by hand delivery. The fact of dispatch of bills to the consumers of a particular area will be displayed by appropriate notice on the notice board of the Licensee's Revenue office of the area concerned. Loss in transit of the bill if sent by post shall not be the responsibility of the licensee. However in case of hand delivery proof of service of the bill shall be maintained at the concerned Revenue Office of the Licensee. It shall be the responsibility of the Licensee to ensure prompt delivery of bills to the consumer. However, if the consumer does not receive the bill within 14 days from the date of meter reading, he should approach the Revenue Office concerned to obtain a duplicate copy of the bill."

2. The petitioner has submitted that in order to enable the petitioner to provide better customer service utilizing available information technology and to remind the consumer about CC bills, due date, etc., repeatedly to avoid disconnection causing inconvenience. The petitioner was proposing that the Commission may amend clause 4.1.3 of Regulation No. 5 of 2004 as follows:

*"Bills shall be sent to the consumers, other than HT category, either by post or by hand delivery **or through SMS or by E-mail** and in case of HT consumers, either by certificate of posting or by hand delivery **or through SMS or by E-mail**. The fact of dispatch of bills to the consumers of a particular area will be displayed by appropriate notice on the notice board of the Licensee's Revenue office of the area concerned. Loss in transit of the bill if sent by post shall not be the responsibility of the licensee. However in case of hand delivery proof of service of the bill shall be maintained at the concerned Revenue Office of the Licensee. It shall be the responsibility of the Licensee to ensure prompt delivery of bills to the consumer. However, if the consumer does not receive the bill within 14 days from the date of meter reading, he should approach the Revenue Office concerned to obtain a duplicate copy of the bill".*

3. Heard the counsel for APCPDCL and the matter was reserved for orders on 07.01.2010.

4. Subsequent to the hearing on 07.01.2010, the counsel for the petitioner withdrew the petition stating that the relief is not properly articulated and therefore, requested that the petition may be dismissed as withdrawn giving liberty to file fresh petition, vide his endorsement dated 23.02.2010 on the petition.

5. In view of the above, submission and endorsement of the counsel for the petitioner, the petition filed by the petitioner is dismissed as withdrawn.

This order is corrected and signed on this day 19th of March, 2010.

Sd/-
(C.R.SEKHAR REDDY)
MEMBER

Sd/-
(R.RADHA KISHEN)
MEMBER

Sd/-
(A.RAGHOTHAM RAO)
CHAIRMAN

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