

**BEFORE THE ELECTRICITY OMBUDSMAN, ASSAM STATE**  
**Assam Electricity Regulatory Commission, A.S.E.B. Campus,**  
**Dwarandhar, G. S. Road, Sixth Mile, Guwahati - 781 022**

**PETITION NO. : 1/2016**  
**FILE NO. : EOM.29/2016**

**Appellant** : **Bharti Infratel (P) Ltd.,**  
4<sup>th</sup> floor, Nikita Complex,  
Opp. Research Gate, Above Vijaya Bank,  
Khanapara, Guwahati - 22

Represented by : Shri Pravesh Sharma,  
Circle Operation Head,  
Guwahati - 22

**Respondents** : Assam Power Distribution Company Ltd.,  
Bijulee Bhawan, Paltan Bazar,  
Guwahati – 781001

Represented by : Shri S.K. Baishya  
GM (Com.-Rev.)  
Assam Power Distribution Company Ltd.,  
Guwahati - 1

Date : 28.04.2016

**::: PROCEEDINGS :::**

Appeal petition dated 28.03.2016 has been received on 29.03.2016. The appellant petitioner has earlier moved CGRFs Guwahati zone, Bongaigaon zone, Nagaon zone, Dibrugarh zone, Silchar zone, Jorhat zone, Tezpur zone and Guwahati-II zone for redressal of their grievances. All the CGRF have opined that APDCL shall work out the interest on security deposit given by the petitioner and shall also calculate the revised load security against the connections. It is also agreed that the entire work of calculation of interest and revised load security shall be completed within date as given in order of CGRFs in their orders dated 27.08.2015, 16.07.2015, 16.06.2015, 29.07.2015, 13.07.2015, 25.06.2015 and 07.10.2015.

Prior to the above orders, the General Manager (Com-Rev.), APDCL by letter dated 01.04.2015 had written to all CEO Electrical Circles to settle the interest on security deposit and to take immediate necessary action.

Grievances remain pending even after order of the CGRFs. Therefore, this appeal vide petition dated 28.03.2016 has been filed by the appellant.

The consumer petitioner expresses disappointment in view of fact that after constantly pleading and communicating with the APDCL for final conclusion and closure of the matter, the issue has still been left and not attended to which is causing a lot of inconvenience.

The petition dated 28.03.2016 has been taken-up considering huge sum deposited by the appellant as security money and the amount deposited in all the subordinate offices located under 19 electrical circles in the entire state.

The representation is put under clause 6(3) for conciliation. The appellant and respondent are asked to appear for hearing on 20.04.2016. Both the appellant and the respondent present on 20.04.2016. As the discussion on various points not completed, the hearing is extended till 22.04.2016.

The points raise by the appellant and the respondent have been discussed in details and it is concluded as below:

The respondent explains about the computerisation of the billing system as well as security deposit and calculation of interest on security deposits.

The respondent also explains that the entire APDCL area of operation is divided into two broad category i.e. (a) System application and product area and (b) Non system application and product area.

The IT officials of the APDCL are in the job of completion of the system in the above areas.

The IT officials further states that complete system functioning shall be possible within 45 days w.e.f. 23.04.2016 in the system application and product area whereas, it shall take 120 days w.e.f. 23.04.2016 in the non system application and product area.

Therefore, ADCL shall be able to complete the job of calculation of interest on security deposit and additional requirement of security deposit as below:

- (a) System application and product area --- 45 days w.e.f. 23.04.2016
- (b) Non system application and product area --- 120 days w.e.f. 23.04.2016.

Grievances of the appellant on the issue of interest adjustment of repayment shall be completed within the above specific dates.

The appellant expresses their acceptance on the specific dates as discussed above.

Now the following recommendations are made under clause 7(1) of the Guidelines.

- (a) Calculation of interest on security deposits in the system application and product area shall be completed within 45 days w.e.f. 23.04.2016.

(b) Calculation of interest on security deposit in the non system application and product area shall be completed with 120 days w.e.f. 23.04.2016.

Copies of the recommendations are sent to the consumer appellant and the respondent APDCL for their acceptance as per clause 7(2) of the Guidelines and shall inform within 15 days of the receipt of this recommendation.

Sd/-  
(R.L. Duarah, IAS (Retd.))  
Electricity Ombudsman

Memo No. EOM. 29/2016/ 8

Dated Guwahati the 28<sup>th</sup> April, 2016

Copy to:

1. **The General Manager (Com-Rev.)**, Assam Power Distribution Company Ltd. (APDCL), Bijulee Bhawan, Paltan Bazar, Guwahati – 1.
2. **Bharti infratel Ltd.**, 4<sup>th</sup> floor, Nikita Complex, Opp. Research Gate, Above Vijaya Bank, Khanapara, Guwahati – 22.

Secretary,  
O/o the Electricity Ombudsman