

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES OF**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED**  
**TIRUPATI**

**This the 26<sup>th</sup> day of November 2012**

**C.G.No:105/2012-13/Guntur Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Sri K. Rajendra Reddy*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*  
*Member (Consumer Affairs)*

*Between*

Sri Shaik Basha  
C/o Ibrahim  
Nizampatnam Village, Post & Mandal  
Guntur-Dist-522314

Complainant

*And*

1. Junior Accounts Officer/Sub-ERO/Cherukupalli
2. Assistant Engineer/Operation/Nizampatnam
3. Assistant Divisional Engineer/Operation/Cherukupalli

Respondents

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Sri. Shaik Basha, C/o Ibrahim resident of Nizampatnam Village, Post & Mandal, Guntur-Dist-522314 herein called the complainant, in his complaint dt:24-5-2012 filed in the Forum on dt:24-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is owner of service No: 1578 of Nizampatnam Village and Mandal of Guntur-Dist.
2. The bills for his above service are issued irregularly for the period from October 2010 to September 2011.
3. Requested for rectification of the same.

Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-1 i.e. the Junior Accounts Officer/Sub-ERO/Cherukupalli in his written submission dt:28-10-2012 with a copy to the complainant received in this office on dt:01-11-2012 stated that:**

1. The AE/Opn/Nizampatnam in his letter dt: 19-10-2012 stated that the SCNo: 1578, Nizampatnam was inspected by him and found that the connected load at the time of inspection was 240 watts comprising of 3 numbers tube lights, one TV and One fan.
2. Based on the recommendations of the AE he had withdrawn an amount of Rs.5856/- through RJNo: 34-10/12 and after the withdrawl the net amount i.e. payable by the complainant was Rs.963.75.

**Findings of the Forum:**

1. The grievance of the complainant is that, he received bills on high side and disproportionate to the loads of his domestic service for the reasons not known and requested for revision of the bill.
2. In accordance with the Guaranteed Standards of Performance bill revision is to be done within 7 working days from the date of the complaint.
3. In this case the complaint was registered on 24-05-2012 and notices were issued and hence is to be resolved by 11-06-2012 duly allowing the transit period.
4. The respondent-1 i.e. JAO/Sub-ERO/Cherukupalli reported that the bill of the complainant were revised and withdrawn an amount of Rs. 5,856/- through RJNo:34-10/12 as a result of which the complainant has to pay an amount of Rs. 963.75, but he did not mention the reason for the said revision and he did not submit any document to that effect. He just simply mention the connected load of the service as 240 watts.

5. As could be seen from the account copy of the service an amount of Rs.6,761/- was added in the month of 12/2011 bill and the reasons were not explained.
6. The meter of the service was shown struck up from 10/2010 to 06/2011 in which month it was replaced and again it was shown stuck up upto 10/2011 in which month the meter was again replaced.
7. It is not understood whether the meter was really stuck up during the above said periods or the meter reader put wrong status without visiting the premises physically.
8. The respondent-2 i.e. the AE/Opn/Nizampatnam did not reply to the notice and hence it is felt that the said amount was unnecessarily added to the consumer's bill and the respondents are not having any reason to explain in their support.
9. The consumer was made to suffer and hence the respondents are liable to compensate the complainant for not effecting such bill revision immediately in the month of 12/2011 itself and the amount of compensation payable is for the period from 12/2011 to 10/2012 i.e. for 10 months @ Rs. 25/- for each day of delay.
10. The total amount of compensation payable to the complainant is  $Rs.10 \times 30 \times 25 = Rs.7500/-$ .

In view of the above, the Forum passed the following order.

### **ORDER**

The respondents are directed that

1. They shall remit the amount of compensation Rs.7500/- to the complainants service within 15 days from the date of this order.

2. Report compliance on the item-1 above of the order within 21 days from the date of this order.

The complainant is advised that he may report the matter to the Forum in case the respondents fail to comply with the item-1 of the order above.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 26<sup>th</sup> day of November 2012.

|                               |                             |                                  |                            |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|
| Sd/-<br><b>Member (Legal)</b> | Sd/-<br><b>Member (C.A)</b> | Sd/-<br><b>Member (Accounts)</b> | Sd/-<br><b>Chairperson</b> |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.