

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

This the 1st day of September 2012

C.G.No:119/2012-13/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 P.N.V.M.Ramdas
DNo:6-4-19.,
Anjaneyanthulu Street,
Ganganammamet Post,
Tenali Town.,
Guntur-Dist-522201

Complainant

And

1. Assistant Accounts Officer/ERO/Tenali
2. Senior Accounts Officer/Operation/Guntur

Respondents

Sri P.N.V.M.Ramdas resident of Anjaneyanthulu Street, DNo:6-4-19., Ganganammamet Post, Tenali Town., Guntur-Dist-522201 herein called the complainant, in his complaint dt:13-6-2012 filed in the Forum on dt:13-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. They are the consumers of APSPDCL for the past few years.
2. During the month of April they received bill on 21-4-2012 for the above services.

3. In accordance with the new electricity tariff, while issuance of the bill it was informed that there will not be any penalty for the amounts paid within 14 days.
4. They paid on 30-4-2012 for the bill above issued, but due to the inefficiency of the department, Rs 92/- in April month and Rs 45/- in the May month bills were levied additionally under the plea of Tariff difference.
5. Also an amount of Rs 75/- and Rs 25/- were levied unlawfully though the April month bill was paid within time i.e. with 9 days.
6. There is no information available at the local electricity offices about the hike in CC.charges and requested for publishing about the increase in CC.Charges in the local News papers and TV channels.
7. It is not even displayed in the web site of APSPDCL Requested to go through the differences above and render justice.
8. Like wise in respect of service number 1211301022243, the bill was issued on 5-4-2012 and due date was mentioned as 20-4-2012 and paid the amount accordingly on 20-4-2012.
9. Even then an amount of Rs 25/- was levied as penalty for the above service.
10. Requested to pay back the unnecessarily collected amounts in respect of the services as mentioned below

1211303013809	- II	Rs. 75/-
1211303036886	- I	Rs. 25/-
1211301022243	- I	Rs. 25/-

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

The respondent-2 i.e. the Senior Accounts Officer/Operation/Guntur in his written submission dt:20-6-2012 received in this office on dt:23-6-2012 stated that:

1. Sri P.N.V.M. Ramdas, Tenali has filed a complaint to the Chairperson, CGRF, Tirupati with a copy to SE/O/Guntur, DEE/O/Tenali and AAO/ERO/Tenali that the department levied delayed payment charges against the Sc.Nos:1211303013809, 1211303036886 and 1211301022243 even though they paid C.C.bills in time and hence requested to credit the amounts of delayed payment charges so paid.
2. It is to submit that the 1st service is a category-2 (B) service and the rest are category-I (B) services.
3. The C.C.bills were issued on 20-03-2012 to the 1st & 2nd consumers and 05-04-2012 to the 3rd consumer and the consumers have paid beyond the due dates (i.e.) 11-4-2012 (delay by 7 days) and 20-4-2012 (delay by 1 day) respectively.
4. It is to submit that as per the retail supply tariff schedule for financial year 2012-13 commenced with effect from 1-4-2012, delayed payment of bill charges Rs 25/- for category-I (B) & Rs 75/- for category-II (B) are effective for the service C.C.bills which are not paid before the due dates.
5. The consumer was already informed the fact of reasons for imposition of delayed payment charges vide LrNo: AAO/ERO/TNL/JAO-2/BS-II/D.NO.974/12, DT:15-6-2012.
6. The billing and payment particulars of the 3 services are submitted hereunder.

Sl.No.	ScNo & Category	Zone	Section	Spell	Date of billing	Due date	Date of Payment	No. of days delayed	Amount of delayed payment charges
1	13809 II (b)	X Zone	D3 Section	3/12 2 nd Spell	20-3-12	3-4-12	11-4-12	7	75
2	36886 I (b)	X Zone	D3 Section	3/12 2 nd Spell	20-3-12	3-4-12	11-4-12	7	25
3	22243 I (b)	R1 Zone	D3 Section	4/12 1 st Spell	5-4-12	19-4-12	20-4-12	1	25

7. It is to submit all the above 3 C.C.bills were paid by the consumer up to date. Further it is informed these information in website and paper published was done regarding tariff.

Findings of the Forum:

1. The grievance of the complainant is about levy of surcharge and penalties on belated payments and Tariff differences in the succeeding months bills.
2. The grievance is considered under the head of billing problems and are to be resolved within 7 days from the date of the complaint in accordance with the Guaranteed Standards of Performance.
3. The main contention of the complainant is that the levy of tariff difference amounts in the succeeding months bills for which there is no reply from the respondents. But however it is learnt that as contented by the complainant the said amounts are on account of the change in the billing program which was little delayed and was effect in the month of May 2012 with effect from 1-4-2012 and the delay is accepted and there is no loss to the complainant with this.
4. The reason explained by the respondents in case of 3 numbers services mentioned by the complainant for which levy of charges Rs 75/- and Rs 25/- was done is on account of delayed payment after the due date and the

dates mentioned by the respondents are not coinciding with those mentioned by the complainant and the complainant did not produce any proof to that effect and hence the contention of the respondents is accepted.

5. As such the contentions of the complainant are totally baseless and hence the request of the complainant to pay back the amounts paid towards belated payments is not considered and set aside.

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

ORDER

“No separate order need to be issued”.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 1st day of September 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

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