

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

This the 31st day of August 2012

C.G.No:142/2012-13/ Tirupati 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. A.Chennakesava Rao
D.No: 20-2-548
Maruthinagar
Korlagunta Post & Mandal
Tirupati,
Chittoor-Dist

Complainants

And

1. Assistant Accounts Officer/ERO/Town-II/Tirupati
2. Assistant Engineer/Operation/Korlagunta
3. Assistant Divisional Engineer/Operation/Town-II/Tirupati

Respondents

Sri. A.Chennakesava Rao residents of D.No: 20-2-548, Maruthinagar, Korlagunta Post & Mandal, Tirupati, Chittoor-Dist herein called the complainants, in his complaint dt:17-8-2012 filed in the Forum on dt:17-8-2012 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 residing at Door.No: 20-2-548, flat no. G-1 of Maruthinagar, Korlagunta, Tirupati on rental basis.
2. There is an electrical service connection bearing SCNo: 5534401134908 for the above flat.

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3. For the past three years the CC.bills of his service above were ranging from Rs 200/- to Rs 300/-, but in the previous month due to damage of the meter the reading was jump and recorded about 12 to 15 units every day and the bill was issued for Rs 2,000/-.
4. The matter was reported to the AE who inturn replaced the meter and the consumption after replacement is 2 to 3 units a day.
5. He paid Rs 2,000/- for the consumption of 500 units as advised by the department people unnecessarily.
6. Requested for adjustment of the above amount in the future bills of the service.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Town-II/Tirupati in his written submissions dt:29-8-2012 received in this office on dt:29-08-2012 stated that

1. He contacted the AAE/Opn/Korlagunta/Tirupati over phone to inspect the service of the consumer and intimate the facts to him.
2. The AAE/Opn/Korlagunta/Tirupati inspected the premises of the consumer and informed in his letter dt: 28-8-2012 that the meter was creeping and changed duly advised to revise the bill by taking 3 months average consumption.
3. Based on the letter of the AAE above the CC.bill has been revised for the month of July 2012 and withdrawn the excess bill amount of Rs 1,143/- through a journal entry is effected in the ledger of August 2012.
4. The same was also informed to the consumer.

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Findings of the Forum:

1. The grievance of the complainant is about sudden hike in CC.bills of his service and suspecting defect in the meter.
2. The grievance in accordance with Guaranteed Standards of Performance shall be resolved within 22 days from the date of the complaint.
3. The complainant reported that he approached the AE and submitted his representation for replacement of the defective meter, but he did not produce any proof to that effect.
4. However the respondent-2 i.e. the AE/Opn/Korlagunta reported that he replaced the meter of the service for the reason of creeping, but the date of replacement is not mentioned.
5. Based on the report of the AE, the AAO/ERO/Town-II/Tirupati revised the bill through JE and withdrawn an amount of Rs. 1,143/- where as the complainant requested for adjustment of the amount of Rs 2000/- paid by him.
6. The settlement made by the respondents is in order and hence the request of the complainant to pay back the total amount of Rs 2000/- is not accepted.
7. In absence of the date of replacement of the meter and the bill revision it was not possible to assess the delay with reference to the Guaranteed Standards of Performance and hence compensation could not be computed.
8. However the grievance is resolved favouring the complainant reasonably according to rules.

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