

**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 October 2012**

**C.G.No:153/2012-13/Nellore 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.Chandra Sekhar Rao

S/o Sankar Rao

DNo: 4-233., Teachers colony.,

Kothuru Bit one., Kothuru Post.,

Nellore Rurals,

Nellore-Dist

Complainant

*And*

1. Assistant Accounts Officer/ERO/Rurals/Nellore

2. Assistant Engineer/Operation/Rurals-2/Nellore

3. Assistant Divisional Engineer/Operation/Rurals-2/Nellore

Respondents

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Sri A.Chandra Sekhar Rao, S/o Sankar Rao resident of DNo: 4-233., Teachers colony., Kothuru Bit one., Kothuru Post., Nellore Rurals, Nellore-Dist herein called the complainant, in his complaint dt:6-9-2012 filed in the Forum on dt:6-9-2012 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 resident of teachers colony in Kothuru Bit-1 village in Kothur of Nellore Rural area in Nellore Dist.
2. He is having one electrical service connection bearing SC.No.3511326005543.
3. The meter of his service above is not read regularly and bills not issued for which he represented through a letter to the ADE/Operation/Kotamitta on 24-07-2012.

4. He was not issued bills but as seen from the online bill, he came to know that 144 units consumption was shown every month and an amount of Rs.1461/-was shown as arrears.
5. He is not in a position to pay the huge amounts for the units he had not consumed at all.
6. On enquiry from the Kotamitta office, he came to know that the said mistake took place for not reading the meter regularly.
7. He is not residing at the said premises at present and want to keep the service idle temporarily.

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

**None of the respondents putforth their counter on the averments made by the complainant even after availing reasonable time and hence it is construed that there is no points of merits with them in this matter.**

**But the complainant himself in his further submission to the Forum dt: 24-09-2012 stated that his consumer bill for the said service was corrected by the departmental authorities and he is satisfied with their action.**

**Findings of the Forum:**

1. The grievance of the complainant is that the bills for his service were issued erratically without considering the meter status and issued bills every month regularly so as to enable him to pay the amounts from time to time without default.
2. None of the respondents reported about the rectification of the bills, but however as stated by the complainant himself it is understood that the complainant's bills were rectified to his satisfaction, but the reason for rectification and the way how the complainant's problem was resolved is not explained by any one.

3. Since the complainant himself expressed his satisfaction in writing it is understood that the grievance is resolved well within time and hence there is no fault on the part of the respondents.
4. But however the non response of the respondents in this case is viewed by the Forum as non compliance and they shall not be any such repetition in future in case of which the respondents are liable to be punished in accordance with the section 142 and 146 of the Electricity Act 2003 by appropriate commission .

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

### **ORDER**

The respondents are directed that there shall not be any such repetition in future in responding to the Forums notices which shall be viewed seriously in the light of the act 2003 and levy such penalty/punishment deemed fit.

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 October 2012.

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