

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

**This the 29<sup>th</sup> day of September 2012**

**C.G.No:176/2012-13/Ongole 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 N.Lingaiah  
S/o N.Lingaiah  
DNo:1-111C., I<sup>st</sup> Ward,  
Cumbum Village, Post & Mandal  
Prakasam-Dist-523333

Complainant

*And*

1. Assistant Accounts Officer/ERO/Cumbum  
2. Assistant Engineer/Operation/Cumbum  
3. Assistant Divisional Engineer/Operation/ Cumbum

Respondents

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Sri N.Lingaiah, S/o N.Lingaiah resident of DNo:1-111C., I<sup>st</sup> Ward, Cumbum Prakasam-Dist. herein called the complainant, in his complaint dt:11-9-2012 filed in the Forum during adalat at Cumbum on dt:11-9-2012 and registered 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 a consumer with SCNo: 6164 at Cumbum in Prakasam dist.
2. He is received CC.bills on high side for May 2012.
3. Requested for rectification.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Cumbum in his written submission dt:20-9-2012 received in this office on dt:27-9-2012 stated that:**

1. The complaint of Sri N.Lingaiah, SCNo: 6164 of Cumbum has been rectified based on the report of AE/Operation/Cumbum.

**Findings of the Forum:**

1. The grievance of the complainant is that he received bill for his domestic service on high side for the month of May 2012 and requested for rectification.
2. the respondent -1 ie the AAO/ERO/Cumbum in his written submission mentioned that he revised the bills taking into consideration the recommendations of the AE/Operation/Cumbum and the consumption from 11/2010 to 8/2012 due to accumulation of consumption and the meter was changed for it was stuck up.
3. Though the respondent-2, ie the AE/Operation/Cumbum mentioned that the meter of the said service was replaced due to stuck-up, the meter status was never shown stuck up earlier but was shown as door lock for a period of 8 months prior to the replacement, ie from 1/2012 onwards. As could be seen from the account copy of the service, it appears that the meter was replaced for the reason that the consumption recorded was high in 05/2012 and 09/2012.
4. As such the contentions of the respondent-2 with respect to the meter condition appears to be false. But however, the said accumulation of consumption and withdrawl of amount of Rs.485/- by the respondent-1 from the consumer's account through RJ.No.21-09/2012 are found genuine.
5. It appears that the reading of the meters and the billing of the services is not being done in a fair manner in the area, may be with or without the knowledge

of the consumers and without physically visiting the premises of the consumer. This attitude shall be stalled with immediate effect by the respondents by taking check readings at random and punishing the concerned suitably in accordance with Section 138 of the Electricity Act 2003.

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

**ORDER**

The respondents are directed that they shall avoid such occurrences in future by taking check readings at random and take action against such readers who indulge in suppression of consumption or not reading the meters in person since such offenders are liable for punishment in accordance with Section 138 of the Electricity Act 2003.

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 29<sup>th</sup> 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.