

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

This the 28th day of September 2012

C.G.No:178/2012-13/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. Sheik Deenavali
S/o Razak
Ardhaveedu Village, Post & Mandal
Prakasam-Dist-523335

Complainant

And

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

Respondents

Sri. Sheik Deenavali, S/o Razak resident of Ardhaveedu Village, Post & Mandal, Prakasam-Dist-523335 herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 during adalat at Cumbum 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 consumer with SCNo: 986 of Ardhaveedu distribution and Mandal in Prakasam dist.
2. Every month he is receiving CC.bills for Rs. 77/- to Rs. 90/-, but since 3 months he is receiving CC.Bills for Rs. 400/- to Rs. 500/-
3. Requested to reduce the bill.

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:07-9-2012 stated that:

1. The complaint of Sri. Shaik Deenavali, SCNo: 986 of Ardhavedu has been rectified based on the report of AE/Opn/Ardhaveedu.

Findings of the Forum:

1. The grievance of the complainant is that he is receiving bills on high side for his domestic service for the past three months and requested for reduction of the same.
2. The Respondent-1, ie the AAO/ERO/Cumbum rectified the bills by apportioning the consumption from 3/2011 to 8/2012 treating that the consumption is accumulated over a period as recommended by the AE/Operation/Cumbum, ie the Respondent-2 in his letter dated 18-09-2012.
3. As could be seen from the documental evidence produced by the respondent-1, it is clear that the consumption is on high side from 2/2012 on wards and also due to the change in tariff from 4/2012, the bills are felt high side by the complainant, but however, the respondents took action and apportioned the consumption for the readings from 2064 to 3586 and withdrawn an amount of Rs.118/- through RJ.No.20-09/2012. The action of the respondents in resolving the problem of the complainant to some extent is acceptable but they shall have an eye on the readers by taking check readings at random and taking action on such erring staff to avoid such occurrences in future.
4. The problem was first brought to the notice of the respondents by the complainant on 14-09-2012 during adalat and was resolved by 20-09-2012 , ie

within six days as against the scheduled period of seven working days prescribed and approved by the hon'ble APERC in the Guaranteed Standards of Performance to be followed by the licensee and hence no compensation is awarded.

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

Signed on this the 28th 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.