

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

This the 22nd day of November 2012

C.G.No:188/2012-13/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. K.Satyanarayana
Near SBI
Chintavaram Village & Post
Chillapuru mandal
Nellore-Dist-524412

Complainant

and

1. Assistant Accounts Officer/ERO/Gudur
2. Assistant Engineer/Operation/Chillapuru
3. Assistant Divisional Engineer/Operation/Town/Gudur

Respondents

Sri. K.Satyanarayana, Near SBI, Chintavaram Village & Post, Chillapuru mandal, Nellore-Dist-524412 herein called the complainant, in their complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. There is one electrical service connection for his provision shop at Chinthavaram village and the service is under category-II LT with SCNo: 3111109000089.
2. The CC.bill for the above service for the month of June was issued for Rs.5,300/- where as he used to get CC.bills around Rs.1000/-.

3. A computer meter was fixed in a place of the old meter in the month of March and from that onwards the new meter is recording high consumption.
4. The matter was represented to the AE twice requesting for replacement for the meter. He met the AE and the line man personally, but the meter was not replaced.
5. Again in the month of the complaint the bill was given for Rs.12,500/-.
6. Requested for rectification of the bill duly considering his connected loads and replace the meter and render justice.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Gudur in his written submission dt:30-10-2012 received in this office on dt:05-11-2012 stated that:

1. The CC.bills from 12/2012 to 05/2012 in respect of SCNo: 89, Chinthavaram have been revised as per consumer request and recommendation of AE/Opn/Chillakur duly countersigned by ADE/Opn/Gudur vide Ref Letter No;AE/O/CKL/F ERO/DNo:160/12 dt:04-06-12.
2. The check reading of 5162 furnished by the AE/O/CKL is taken into consideration and upward revision is made. While billing 06/2012 & 07/2012 months under bimonthly system, the revised closing reading is not taken as opening reading resulting in billing of excess of 507 units.
3. The excess demand of Rs 3503/- for 507 units are withdrawn vide RJno:81/09-2012 after the withdrawal of the amount the consumer has to pay Rs 9764/- up to 09/2012.
4. The consumer has been intimated the downward revision of CC.Charges and he is contented with the revision and paid the balance amount of Rs.9764/-

vide BCRC No:068169, PR No:218743 DT:12-10-12, and there is no outstanding arrears against the service as on the date.

Findings of the Forum:

1. The grievance of the complainant is that he received CC.bill on high side for his shop service after replacement of the old meter and requested for rectification of the bill besides replacing the new meter suspecting it defective.
2. In accordance with the Guaranteed Standards of Performance, bill revision is to be done within 7 working days from the date of the complaint and meter in rural areas shall be replaced within 30 days from the date of the complaint.
3. Herein this case the meter was replaced in the month of January 2009 and since then it was in service and the reading is progressive, but the consumption increased considerably from the month of 05/2011 and was continued like that.
4. The respondent-1 i.e. AAO/ERO/Gudur in his reply stated that the CC.bills for 12/2012 to 05/2012 in respect of SCNo:89 Chinthavaram have been revised as per the consumer request and the recommendations of AE/Opn/Chilakur counter signed by the ADE/Opn/Gudur in his letter Dt: 04-06-2012.
5. The AE/Opn/Chilakur took the check reading as 5162 and the excess demand of Rs.3503/- for consumption of 507 units was withdrawn vide RJNo: 81/09-12 and after the withdrawl the consumer has to pay Rs.9764/- upto 09/2012 and the consumer duly satisfying with the said revision paid the balance amount of Rs.9764/- on 12-10-2012 against PRNo: 218743 and BCRC No: 068169.

6. As could be seen from the account copy of the service the meter of the service was replaced in 11/2012.
7. Thus the two grievances of the complainant i.e. revision of bill and replacement of the meter were resolved by the respondents by 09/2012 and there is no deficiency of service on the part of the respondents.

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

ORDER

The respondents are directed that they shall have a keen watch on the meter readers and take check readings of the services at random compare with the billed readings and take suitable severe actions against those readers found guilty

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 22nd day of November 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.