

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

This the 16th day of November 2012

C.G.No:219/2012-13/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

Smt.M.Lalitha Kumari
Lakshmi Srinivasa Colony,
Kothapeta Post,
Vetapalem Mandal,
Prakasam-Dist.

Complainant

And

1. Junior Accounts Officer/Sub-ERO/Vetapalem
2. Assistant Engineer/Operation/Rurals/Vetapalem
3. Assistant Divisional Engineer/Operation/Vetapalem
3. Divisional Engineer/Operation/Chirala

Respondents

Smt. M.Lalitha Kumari Resident of Lakshmi Srinivasa Colony, Kothapeta Post, Vetapalem Mandal, Prakasam-Dist. herein called the complainant, in her complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are residing in the service number 4455202002917 at Lakshmi Srinivasa Colony of Kothapeta, Chirala, but they were out of station from December 2011 and staying at Hyderabad.

2. They use to visit once in two months and stay at that service for about 2 days and again they were leaving to Hyderabad, but the CC.bills for the said service were issued for Rs. 2,800/-, Rs 3,800/-, Rs 1,981/-.
3. The reading in the meter as on 16-10-2010 is 22830.
4. Requested for revision of bills.

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

The respondent-1 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 received in this office on dt:16-11-2012 stated that:

1. The meter reader recorded the reading as status 5 for the month of 9/2012 and in 10/2012 the bill was issued for an amount of Rs 1,539/- after the adjustment of 05 status i.e. for Door lock.
2. The bill was revised as per AE's check reading i.e. 22830 as on 16-10-2010 and an amount of Rs 2,009/- has been demand raised vide RJNo: 43/10-12.
3. The balance amount to be paid by the consumer is Rs 465/- after the said bill revision.

Findings of the Forum:

1. The grievance of the complainant is that the CC.bills are issued to their service on high side though they are not residing in their house for not more than two days in a month. Requested for the revision of bills
2. The item relates to bill revision and in terms of the Guaranteed Standards of Performance shall be rectified within 7 working days from the date of the complaint.

3. The complainant made the complaint on 16-10-2012 and hence is to be rectified by 29-10-2012.
4. The respondents took action based on the check reading obtained on the same day of the complaint and revised the bill duly withdrawing the amount of Rs. 2,009/- through RJNo: 43/10-12 and the final amount that was to be paid by the complainant was Rs. 465/-.
5. As could be seen from the account copy of the service, the meter status of the service was recorded as 05 (Door Lock) for the months from 12/2011 to 01/2012 and in the months of 02/2012 to 04/2012 it was shown as 09 (Nil consumption) and subsequently for 05/2012 and 06/2012 and it was shown as 01 (live) and so on which indicates that the reader did not read the meter properly and put the status as he likes resulting in issuance of bills on high side due to accumulation of consumption over the period.
6. The respondents rectified the bills duly apportioning the consumption and issued revised bill which amount of balance is to be paid by the complainant and is in order.
7. The complainant shall pay the amount of Rs.465/- as claimed by the respondents.

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

ORDER

The respondents are directed that they shall have an eye on the readers performance and propose criminal proceedings against the erring readers in accordance with the section 138 of the Electricity Act 2003 and see that wrong reading and wrong status and there by the sufferings of the consumers are avoided.

The complainant is advised that he shall pay the amount of Rs.465/- along with regular CC.charges of the present to avoid disconnection of his service.

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 16th day of November 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.