

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

**This the 21<sup>st</sup> day of December 2012**

**C.G.No:249/2012-13/Kadapa 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.Subbanna  
S/o K.Sambaiah  
DNNo: 2/48-69-23,  
Allakhan Palle Village & Post,  
Chennur Mandal,  
Kadapa-Dist-516001

Complainant

***And***

1. Assistant Accounts Officer/ERO/Kadapa
2. Assistant Engineer/Operation/Chennuru
3. Assistant Divisional Engineer/Operation/Rural-2/Kadapa
4. Assistant Engineer /LT.Meters/Kadapa
5. Divisional Enginner/Operation/Kadapa
6. Superintending Engineer/Operation/Kadapa

Respondents

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Sri K.Subbanna, S/o K.Sambaiah resident of DNNo: 2/48-69-23, Allakhan Palle Village & Post, Chennur Mandal, Kadapa-Dist-516001 herein called the complainant, in his complaint dt:28-11-2012 filed in the Forum on dt:28-11-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is a consumer with SCNo: 302 at DNNo: 2/48-69-23 at Allakhan palle of Chennur Mandal in Kadapa-Dist.
2. He received bill for 1200 units consumption in one month requested for rectification of the bill and replacement of the meter.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kadapa in his written submission dt:07-12-2012 received in this office on dt:18-12-2012 stated that:**

1. The CC.bill were revised duly taking the average consumption for the accumulated consumption recommended by the AE/Opn/Chennur and counter signed by the ADE/Opn/R-2/Kadapa and the complaint was disposed off

**The respondent-2 i.e. the Assistant Engineer/Operation/Chennur in his written submission dt:07-12-2012 received in this office on dt:18-12-2012 stated that:**

1. He inspected the consumer premises on 29-11-2012 and observed the consumer utilizing TV one number, fans 2 numbers, tube lights 2 numbers.
2. The meter was replaced and sent to LT lab for testing after the consumer paying the challenging fee.
3. But as per the report of the AE/LT Meters that the meter is in good working condition, bill revision was recommended for the 1248 units recorded for the month of 10/2012.

**Findings of the Forum:**

1. The grievance of the complainant is that he received CC.bill for a bulk consumption of 1248 units for the month of 10/2012 and requested for replacement of the meter besides revision of the bill.
2. The respondent-2 i.e. the AE/Opn/Chennur reported that the meter of the said service was removed and sent to MRT lab where it was declared that the meter is in good working condition.

3. The other reason possible for the said high consumption in a month shall be the accumulation of consumption over a period by the meter reader and billing all in a month resulting in huge bill.
4. The respondents also feeling that the consumption is accumulated, recommended for revision of the bill based on which the 1<sup>st</sup> respondent revised the bill duly taking average consumption for the accumulated consumption.
5. But as seen from the account copy and the latest bill of the service it is understood that the said bill revision was not effected so far and an amount of Rs.8,446/- is shown as arrears and no credits were shown against the service reflecting the said bill revision.

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

**ORDER**

The respondents are directed that they shall revise the bill of the consumer duly taking average consumption over a period of one year treating the consumption is accumulated and submit a copy of the RJ within 15 days from the date of this order.

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 21<sup>st</sup> day of December 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.