

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

**This the 31<sup>st</sup> day of January 2012**

**C.G.No:264/2012-13/Vijayawada Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T.Rajeswara Rao***  
***Vacant***

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***  
***Member (Consumer Affairs)***

***Between***

Sri T.Malyadri  
C/o Prasad  
DNo: 15-119., Rajupeta Village  
Tiruvuru Post and Mandal  
Krishna-Dist-521235

Complainant

***And***

1. Junior Accounts Officer/ERO/Tiruvuru
2. Assistant Engineer/Operation/Town/Tiruvuru
3. Assistant Divisional Engineer/Operation/Tiruvuru
4. Divisional Engineer/Operation/Nuziveedu

Respondents

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Sri T.Malyadri, C/o Prasad Resident of DNo: 15-119., Rajupeta Village Tiruvuru Post and Mandal Krishna-Dist-521235 herein called the complainant, in his complaint dt:12-12-2012 filed in the Forum on dt:12-12-2012 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 of SCNo:2361 stood in the name of G.Subbalakshmi his grand mother at Rajupeta of Tiruvuru village and Mandal in Krishna –dist
2. The meter of his service above is recording high consumption.
3. requested for its rectification.

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

**The respondents-1 to 4 i.e. the Junior Accounts Officer/ERO/Tiruvuru, the Assistant Engineer/Operation/Town/Tiruvuru, the Assistant Divisional Engineer/Operation/Tiruvuru and Divisional Engineer/Operation/Nuziveedu in their combined written submission dt:17-01-2013 received in this office on dt:23-01-2013 stated that:**

1. The consumer of SCNo: 2361 Tiruvuru village complained that the CC.bills of his said service are on high side and requested to reduce the bill amount.
2. The consumption for the last one year has been apportioned and the closing balance of Rs.1347/- is reduced to Rs.1117/- and effected through RJ.No:28-12/2012 for Rs.230/-.
3. The consumer duly accepting the revision paid the full amount on 17-12-2012 vide PRNo: 67443 and Rs.454/-on 17-01-2013vide PRNo: 865943 and the closing balance at present is nil.

**Findings of the Forum:**

1. The grievance of the complainant is that the CC.bills for the domestic service under his enjoyment are given on high side and he is suspecting the performance of the meter.
2. The respondents treating that the consumption in one month is a result of accumulated consumption over a period and revised the bills duly apportioning the consumption as a result of which an amount of Rs.230/- was withdrawn from the service account and a balance of Rs.1117/- was due for payment from the complainant after the said revision.
3. The complainant duly accepting the action of the respondents above paid the balance amount in two spells within a span of one month and cleared the dues in toto.
4. The respondents on one side accepting that the abnormal consumption is due to accumulation on account of the readers mischief in reading the meter

properly and regularly the other side they have replaced the meter without assigning any reason.

5. However the grievance of the complainant is resolved by 17-12-2012 where as the complaint was made on 12-12-2012 i.e. within 5 days as against the schedule period of 30 days in accordance with the Standards of the Performance.
6. As such there is no deficiency of the service on the part of the respondents in this matter and hence no compensation is allowed.

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

**ORDER**

The respondents are directed that they shall be judicious in handling the consumer grievances and take actions after their due satisfaction with the contentions raised by the consumers judging the reasonability, but not simply to satisfy the consumer.

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 the 31<sup>st</sup> day of January 2013

Sd/-  
**Member (Legal)**

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.

Filename: Order.264  
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 264  
Template: C:\Documents and Settings\Administrator\Application  
Data\Microsoft\Templates\Normal.dot  
Title: BEFORE THE FORUM FOR REDRESSAL OF  
CONSUMER GRIEVANCES OF SOUTHERN POWER DISTRIBUTION  
COMPANY OF A  
Subject:  
Author: apspdcl  
Keywords:  
Comments:  
Creation Date: 04/09/11 11:50:00 AM  
Change Number: 6,947  
Last Saved On: 01/02/13 4:06:00 PM  
Last Saved By: CGRF  
Total Editing Time: 3,301 Minutes  
Last Printed On: 27/11/13 11:51:00 AM  
As of Last Complete Printing  
Number of Pages: 3  
Number of Words: 667 (approx.)  
Number of Characters: 3,804 (approx.)