

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

This the 30th day of January 2013

C.G.No:266/2012-13/Vijayawada Circle

Present

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

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

Between

Sri Nalla Bhuvaneshwara rao Complainant
C/o Radha Krishna Murthy
DNo:1-67., Kambhampadu Village & Post,
A.Konduru
Krishna-Dist-521227

And

1. Junior Accounts Officer/Sub-ERO//Tiruvuru Respondents
2. Assistant Engineer/Operation/Kambhampadu
3. Assistant Divisional Engineer/Operation/Tiruvuru
4. Divisional Engineer/Operation/Nuziveedu

Sri Nalla Bhuvaneshwara rao, C/o Radha Krishna Murthy resident, of DNo:1-67., Kambhampadu Village & Post, A.Konduru Krishna-Dist-521227 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 consumer with SCNs:540 and 542 under category-II at Kambhampadu village of A.Konduru Mandal in Krishna-Dist.
2. There is difference in contracted loads displayed in the CC.bills in respect of his above two services and is not updated though he paid the necessary charges in the form of DDs against the notice issued by the AE concerned.

3. Requested to effect the increase in contracted load according to his payments.

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

The respondents-1 to 4 i.e. the Junior Accounts Officer/Sub-ERO/ Tiruvuru the Assistant Engineer/Operation/Kambhampudu, the Assistant Divisional Engineer/Operation/Tiruvuru and the 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. On verification of the bills produced by the consumer the observations are as follows:

	SCNo:	Contracted load as per CC.bill on 30-06-1995	Contracted load as per CC.bill on 07-08-2004
1.	542	1120 watts	112 watts

	SCNo	Contracted load as per CC.bill on 30-06-1996	Contracted load as per CC.bill on 05-09-2012
2.	540	217 watts	112 watts

2. As seen from the above it is observed that for SCNo:542 the load decreased from 1120 w to 112 w may be during data transfer mistake, therefore load was changed from 112w to 1120w based on previous bills produced by the consumer.
3. But regarding service No.540 the load was 217 w in 1996 and present it is 260w, so as there is no proof, the load change was not effected.

Findings of the Forum:

1. The grievance of the complainant is that he paid for the additional loads of his 2 numbers commercial services, but the revised contracted load is

not updated in the CC.bills and is continued with the same old figures at the time of release of the services i.e. 1993.

2. Though the complainant enclosed copies of notice for additional load in respect of service number 542, he did not produce any evidence of payment against the said notice and hence the statement of the complaint that he paid the necessary amounts is not taken into consideration.
3. The other point of consideration is that the difference in values of contracted loads exhibited in the CC.bills.
4. In respect of SCNo: 542 produced by the complainant, in the bill dt:01-07-1995 the contracted load was shown as 1120w where as in the subsequent bill dt:01-01-1997 in respect of the same service was shown as 112w only i.e. reduced.
5. The reason explained by the respondents for the above might be due to some mistake during data transfer and hence the contracted load was changed to 1120w and hence rectified.
6. In respect of SCNo: 540 the complainant produced copy of bill dt:01-10-1996 where in the contracted load was shown as 217w and in the subsequent bill dt:05-09-2012 it was shown as 260 watts i.e. enhanced, but the reason for the said enhancement is not explained.
7. The respondents in respect of the above service stated that they could not change the contracted load as there is no proof to that effect.
8. The contention of the complainants that he had paid the necessary amounts towards the said additional load is not acceptable since he could not produce any proof of payment to that effect.

9. Moreover it is the responsibility of the complainant to bring the facts to the notice of the higher authorities of the department immediately after making the payment.
10. As such the action of the respondents in rectification of the mistake took place long back is in order and there is no deficiency of service on the part of the respondents hence no compensation is awarded

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

ORDER

The complainant is informed that he can approach the respondents or the Forum if the receipts of the said payments are traced out at a later date.

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 the 30th 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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