

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

This the 18th day of January 2013

C.G.No:269/2012-13/Vijayawada Circle

Present

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

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

Between

Sri R.Venkata Nagakumar
C/o Satyanarayana
A.Konduru Village, Post & Mandal,
Krishna-Dist-521226

Complainant

And

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

Respondents

Sri R.Venkata Nagakumar, C/o Satyanarayana resident, A.Konduru Village, Post & Mandal, Krishna-Dist-521226 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 with SCNo: 518 at A.Konduru Village and Mandal of Krishna-Dist.
2. He received bills on high side for the above service.
3. Requested to rectify the bill.

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:18-01-2013 stated that:**

1. There was malpractice case for this service vide notice No. DE/A/VJA/DOC.No.vr-1779 Dno:2017 dt:30-08-2005 for an amount of Rs.1102/- it was included in 03/2006 vide RJNo.01-03/2006 and consumer paid in 07/2006 total amount, data sheet herewith enclosed.
2. Again by oversight malpractice amount was included in CC.bill in 05/2011 again.
3. So that now the reverse RJ has been passed vide RJ No.01-01/2013, present CB in Nil.

Findings of the Forum:

1. The grievance of the complainant is that he received excess bill for his domestic service and requested for its rectification.
2. The respondents reported that a malpractice notice was issued to the consumer on 30-08-2005 for an amount of Rs.1102/- and was included in the CC.bill for 03/2006 through RJNo: 01-03/2006 and the consumer paid the said amount in 07/2006 in total.
3. The respondents admitted that by oversight they have once again included the said amount of malpractice in the CC.bill for 05/2011 of the service.
4. The excess amount included unnecessarily was withdrawn by the respondents through RJ No.01-01/ 2013 making the present closing balance NIL, thus the respondents rectified their defect.
5. The grievance is a bill revision to be rectified with in 7 working days from the date of the complaint.
6. Here in this case, though the mistake took place in the month of 05/2011 by adding an amount of Rs.952/-, the matter was not noticed neither by the

respondents nor by the complainant and the complainant brought this matter to the notice of the respondents only on 14-12-2012 during the time of adalath at Tiruvuru.

7. The respondents took immediate action and rectified the bill by withdrawing the same amount of RS.952/- in the same month of 01/2013 and the balance amount payable by the complainant was Rs.421.54 to the end of January 2013.
8. As such there is no deficiency of 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 more cautious while effecting the RJs in future and see that such mistakes will not recur as the same may lead to disconnection of services at times.

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 18th 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.

Filename: Order.269
Directory: E:\CGRF Cases\Cases 2012-13\Vijayawada\VJA 269
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: 6,925
Last Saved On: 24/01/13 4:12:00 PM
Last Saved By: CGRF
Total Editing Time: 3,273 Minutes
Last Printed On: 27/11/13 11:53:00 AM
As of Last Complete Printing
Number of Pages: 4
Number of Words: 665 (approx.)
Number of Characters: 3,791 (approx.)