

**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:277/2012-13/Ongole Circle

Present

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

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

Between

Sri. Sree Ram Seshagiri Rao
C/o Vasavi Sweets and Bakery
Marturu Village, Post & Mandal
Prakasam-Dist.523301.

Complainant

And

1. Assistant Accounts Officer/ERO/Addanki
2. Assistant Engineer/Operation/Marturu
3. Assistant Divisional Engineer/Operation/Marturu

Respondents

Sri. Sree Ram Seshagiri Rao, C/o Vasavi Sweets and Bakery resident of Marturu Village, Post & Mandal, Prakasam-Dist.523301 herein called the complainant, in his complaint dt:14-12-2012 filed in the Forum on dt:14-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is consumer of SCNo: 5376 at Marturu Village and Mandal of Prakasam-dist.
2. For his service above, in the month of 11/2012 and the CC.bill was issued for about Rs.7000/- with the reason that the meter was stuck up.

3. In the month of December 2012 he received bill for the said service for an amount of Rs.14693/-.
4. Normally every month the CC.Charges will be around Rs.1500/-.
5. Requested to look into the matter and adjust the amount if any paid excess.

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Addanki in his written submission dt:05-01-2013 received in this office on dt:17-01-2013 stated that:

1. An amount of Rs.2878/- was withdrawn through RJ No: 14 from the complainants service NO:5376 and the balance amount to be paid by the complainant is Rs.1765/- and the complainant paid the amount of Rs.1815/- on 14-12-2012.
2. Thus the grievance is resolved.

Findings of the Forum:

1. The grievance of the complainant is, he received CC.bills on high side abnormally for his domestic service during the months of November and December 2012 with the reason the meter is stuck up and requested for its rectification.
2. The respondent-1 i.e. AAO/ERO/ Addanki reported that an amount of Rs.2878/- was withdrawn from the account of the complainant's service and the complainant duly convincing with the action taken by the respondents, paid the balance amounts on 14-12-2012 i.e. on the same day of the complaint clearing the dues.
3. As such said bill revision is done within reasonable time in accordance with the Guaranteed Standards of Performance and hence there is no deficiency of service on the part of the respondents in this matter.

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

ORDER

“No Separate order need to be issued”.

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.