

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

**This the 18<sup>th</sup> day of January 2013**

**C.G.No:278/2012-13/Ongole Circle**

***Present***

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

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

***Between***

Sri. D.Venkateswara rao  
S/o Lakshmaiah  
Degaramudi Village & Post,  
Marturu Mandal  
Prakasam-Dist- 523301.

Complainant

***And***

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

Respondents

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Sri. D.Venkateswara rao, S/o Lakshmaiah resident of Degaramudi Village & Post, Marturu 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 resident of Degaramudi village of Marturu mandal in Prakasam-dist and he is having a domestic service bearing SCNo: 148 at the said village and the CC.bills for the service are received on high side in the recent past i.e. for 485 units in 04/2012 and 272 units in 06/2012.

2. Due to bills on high side he did not pay the CC.Charges bills resulted in accumulation of arrears to a tune of Rs.5662/-.
3. Only aged people are residing in the said premises.
4. Requested to check up the loads and the meter of his service above and revise the bills such that he can afford to pay the amounts

**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 An amount of Rs.1281/- was withdrawn through RJ No: 14 from the complainants service No:148 and the balance amount to be paid by the complainant is Rs.4787/- and the complainant paid the amount of Rs.4790/- on 07-01-2013.
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 April and June 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 The respondent-1 i.e. AAO/ERO/ Addanki reported that an amount of Rs.1281/- was withdrawn from the account of the complainant's service on the same day of the complaint and the complainant duly convincing with the action taken by the respondents, paid the balance amounts on 07-01-2013 i.e. 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 18<sup>th</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.