

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

**This the 12<sup>th</sup> day of March 2013**

**C.G.No:337/2012-13/Ongole Circle**

***Present***

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

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

***Between***

Sri. P.Yerraiah  
C/o Kotaiah  
Mahadevapuram Village & Post,  
Kandukuru mandal  
Prakasam-Dist-523105

Complainant

***And***

1. Assistant Accounts Officer/ERO/Kandukuru
2. Assistant Engineer/Operation/Rurals/Kandukuru
3. Assistant Divisional Engineer/Operation/Town/Kandukuru
4. Divisional Engineer/Operation/Kandukuru

Respondents

\*\*\*

Sri. P.Yerraiah, C/o Kotaiah resident of Mahadevapuram Village & Post, Kandukuru Mandal, Prakasam-Dist-523105 herein called the complainant, in his complaint dt:12-02-2012 filed in the Forum on dt:12-02-2012 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 a consumer with SCNo: 443 at Mahadevapuram village of Kandukuru mandal in Prakasam-Dist.
2. He is having only 3 lamps and one fan and used to get minimum bill so far, but in the month of February he received a bill for an amount of Rs.977/- which is on high side.
3. Requested to check up the meter and rectify the bill.

**The respondent-2 i.e. the Assistant Engineer/Operation/Rurals/ Kandukuru in his written submission dt:NIL received in this office on dt:11-01-2013 stated that:**

1. Sri. P.Yarraiah, S/o Kotaiah has registered for revision of CC.bill HSC.No:443, category-I, Mahadevapuram on 12/02/2013. is transmitted to ERO/Kandukuru.
2. The AAO/ERO/Kandukuru is prepared revision of bill and RJNo: 44/02-13 intimated to the consumer immediately after the consumer is paid C.C.bill on the same day.

**Findings of the Forum:**

1. The grievance of the complainant is that he is a domestic consumer having connected load of 3 lamps and one fan and used to get the CC.bills at minimum, but in the month of February he received bill for an amount of Rs.977/- which is on high side.
2. Suspecting the meter performance he requested to check up the meter and rectify the bill.
3. In response the respondent-2 i.e. the AE/Opn/Rurals/Kandukuru, reported that upon his recommendations, the respondent-1 i.e. AAO/ERO/Kandukuru revised the bills through RJNo: 44/2/13 and an amount of Rs.736/- was withdrawn from the consumers account.
4. As could be seen from the account copy of the service, the reading was constant at 662 from 12/2011 till 01/2013 i.e. for a period of one year, but the status was shown as 01,03, and 05 without having any relevance. There was progressive reading from 02/2013 onwards which indicates that the meter is in good condition, but the fault lies with the meter reader.

5. However the consumer duly getting satisfied himself with the said bill revision paid the balance amounts as reported by the respondents and hence the grievance is resolved.
6. In accordance with Guaranteed Standards of Performance, bill revisions are to be done within 7 working days from the date of the complaint.
7. Here in this case the complaint was made on 12-02-2013 and the revision was done on the same day i.e. 12-02-2013 and hence there is no deficiency of service on the part of the respondents.
8. No compensation need to be granted.

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

**ORDER**

The respondents are directed that they shall have a review of the meter readings duly taking check readings and take actions against such persons responsible for such wrong readings causing inconvenience to the consumers and see that such disorders will not reoccur in future.

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 12<sup>th</sup> day of March 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.