

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

This the 30th day of June 2012

C.G.No:66/2012-13/Ongole Circle

Present

*Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy*

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

Between

Sri T.Kumara Swamy
C/o Sangeetha rao
Garnepudi village., Adusumalli Post
Parchoor Mandal
Prakasam-Dist

Complainant

And

1. Assistant Engineer/Operation/Parchoor
2. Assistant Divisional Engineer/Operation/Parchoor
3. Divisional Engineer/Operation/Chirala

Respondents

Sri T.Kumara Swamy, C/o Sangeetha rao **resident** of Garnepudi village., Adusumalli Post, Parchoor Mandal, Prakasam-Dist herein called the **complainant**, in **his** complaint dt:18-5-2012 filed in the Forum on dt:18-5-2012 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: 83 at Garnepudi village of Prakasam-Dist
2. Their village Garnepudi is a small one and the meter reader coming to their village is not reading all the meters and taking readings here and there and for the balance services, he put the consumption at his own without visiting the premises causing huge bills in certain cases.

3. Requested for issuance of bills for every time duly reading the meter for the consumption.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Parchoor in his written submission dt:26-5-2012 and a copy marked to the complainant, received in this office on dt:15-6-2012 stated that:

1. He had taken check readings of the complainants services and observed that there was no deviation in the billed reading.
2. The private Accounting Agency, Parchoor was instructed to arrange to take the meter readings properly with the spot billing boys.

Findings of the Forum:

1. The grievance of the complainant is that the meter reader visiting their village is issuing bills without reading all the meters physically and just the consumption is billed at his own.
2. The respondent-1 i.e. the AE/Opn/Parchoor in his reply reported that he had taken check readings of the complainant's service and there was no deviation in the reading appeared in the meter to that for which the bill was issued.
3. He also reported that the private accounting agency was instructed to arrange to take meter readings properly.
4. The clause 4 of Regulation 5 of 2004 of APERC says as follows :

4. Electricity Bills

4.1 Intervals of Electricity Bills

- 4.1.1** *Bills shall be issued at a periodicity of not more than 2 months in respect of domestic, commercial agricultural services (metered cases) and general*

purpose consumers. Flat rate agricultural consumer shall be provided with pass books and electricity charges shall be collected monthly on pro rata basis in respect of annual flat rate tariff fixed for this category. In respect of all other categories of consumers, the bills shall be issued monthly.

4.1.2 *The consumer shall be informed in advance of the periodicity of billing for his service (monthly or bimonthly), date in the calendar month when his meter will be read, bill date in the calendar month and due date for payment in the calendar month. It shall be obligatory on the part of Licensee to read meter of a service on prescribed date. But in unforeseen circumstances, the licensee may record the meter reading two days before after the prescribed date.*

The bill date shall be the date of meter reading for spot billing system and in other cases it shall be within one week from the date of the meter reading. The bill shall be served to a consumer immediately after the meter reading in case of spot billing system and in other cases within a period of one week from the bill date.

The licensee shall obtain the acknowledgement of the consumer or some other inmate of the premises after issue of the bill and the authorized meter reader shall also enter the meter reading and the date of reading in the passbook/ or meter card provided to the consumer.

4.13 *Bills shall be sent to the consumers, other than HI category, either by post or by hand delivery and in case of HT consumers, either by certificate of posting or by hand delivery. The fact of dispatch of bills to the consumers of a particular area will be displayed by appropriate notice on the notice board of the Licensee's Revenue office of the area concerned. Loss in transit of the bill if sent by post shall not be the responsibility of the licensee. However in case*

of hand delivery proof of service of the bill shall be maintained at the concerned Revenue Office of the Licensee. It shall be the responsibility of the Licensee to ensure prompt delivery of bills to the consumer. However, if the consumer does not receive the bill within 14 days from the date of meter reading, he should approach the Revenue Office concerned to obtain a duplicate copy of the bill.

4.1.4 *The Licensee shall issue the first bill for all services energized during a billing cycle, before end of next billing cycle. In case, the consumer does not receive the first bill before end of next billing cycle from date of energizing the connection, he may report to the designated Officer of the Licensee who shall arrange for issue of the bill within next 14 days.*

5. In accordance with the above, it is the burden of the licensee to obtain the acknowledgment of the consumer or some other inmate of the premises after issue of the bill and the authorized meter reader shall also enter the meter reading and the date of reading in the pass book or meter card provided to the consumer.

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

ORDER

The respondents are directed to see that all the meters are read according to the periodicity of reading and issue bills duly obtaining acknowledgement from the consumer or his representative available at the time of reading the meter.

The complainant is advised to report the matter to the Forum in case the respondents fail to comply with the above order.

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 this the 30th day of June 2012.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

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.