

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

This the 5th day of October 2012

C.G.No:79/2012-13/ Tirupati 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. S.Narasimha Reddy,
S/o S.Narayanaswami Reddy,
Palakuru Village & Post,
Puthalapattu Mandal,
Chittoor-Dist.

Complainants

And

1. Assistant Accounts Officer/ERO/Town/Chittoor
2. Assistant Engineer/Operation/Puthalapattu
3. Assistant Divisional Engineer/Operation/Rurals-I/Chittoor
4. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. S.Narasimha Reddy, S/o S.Narayanaswamy Reddy resident of Palakuru Village & Post, Puthalapattu Mandal, Chittoor-District herein called the complainant, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 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 SC.No.506 at Palakuru village of Putalapattu Mandal in Chittoor district.
2. For his service above, though he paid the bills regularly, the paid amount of Rs.133/- was again reappeared in the bill for 14-06-2012 again shown in the bills as arrears.

3. He represented the matter several times in the earlier such adalaths, but he amount is not deleted.
4. Requested for rectification of the same.

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

The respondent-2 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submission dt: 25-6-2012 received in this office on dt: 24-09-2012 stated that

1. Sri. S.Narasimha Reddy of Palakoor village has represented for showing arrears in CC.Charges bill even bill was paid upto date to ASC No: 506 for through Vidyuth Adalath conducted on 23-5-2012 and the complaint was registered as 79/2012-12.
2. The details were submitted to AAO/ERO/Town/Chittoor. As per the reference dt: 25-5-2012, the AAO/ERO/Town/Chittoor was communicated to this office that the complaint was attended and rectified on 25-5-2012.

Findings of the Forum:

1. The grievance of the complainant is that the amounts already paid are appearing again in the subsequent bills as arrears.
2. The problem comes under the class, 'complaints on consumer bills' in accordance with the Guaranteed Standards of Performance and is to be resolved within 7 working days on receipt of the complaint and the respondents are liable to compensate the complainant @ Rs.25/- for each day of default if not done so.
3. The respondent-2 reported that the respondent-1 had rectified the defect and intimated the matter to him in his letter Dt: 25-5-2012.

4. As seen from the account copy of the service it is noticed that the arrears to the end of 9/2012 is shown as nil and hence the problem is rectified.
5. Though the complainant mentioned that he reported the matter several times there is no proof to that effect.
6. The respondents reported that the problem was resolved by 25-05-2012.where as the matter was complained on 23-5-2012.
7. As such there is no delay on the part of the respondents in resolution of the problem by the respondents and hence no compensation is allowed.

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 this the 5th day of October 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.