

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

This the 2nd day of November 2012

C.G.No:200/2012-13/Guntur 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. D.V.S.Seetharama Rao
Ex. W.O.of Air Force
Near Nandi Water Plant
Gurajala Post & Mandal
Guntur-Dist.

Complainants

And

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

Respondents

Sri. D.V.S.Seetharama Rao, Ex. W.O. of Air Force resident of Near Nandi Water Plant, Gurajala Post & Mandal, Guntur-Dist. herein called the complainant, in his complaint dt:08-10-2012 filed in the Forum on dt:08-10-2012 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 the president of Seetharama Kalyanamandapam at Gurajala and there is a three phase service with SCNo: 4515 to their above premises and the meter for the service was fixed in the previous month.
2. The CC.Charges normally never cross Rs 500/- excepting in certain occasions when the bill was maximum of Rs 1563/-in the past 4 years.

3. But from the month of March 2012 to August 2012 for a period of 6 months the bills were paid for a total amount of Rs 18500/-.
4. The bills were not rectified and were not adjusted.
5. Requested to adjust the amounts paid in excess for the future bills.

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

The respondent-1 i.e. the Assistant Accounts Officer/ERO/Gurajala, in his written submission dt:19-10-2012 received in this office on dt:25-10-2012 stated that:

1. The CC.bills for SCNo: 4515 of GUrjala category-II occupiers by Ramalaya Kalyanamandapam have been revised for the period from 07/2012 to 09/2012 as per the recommendations of field officer for average consumption of 302 units per month due to meter struck up vide this office RJNo:07/10-12.
2. Further the consumer was addressed to pay an amount of Rs 2527/- within 7 days after revision of CC.bills for the period from 07/2012 to 09/2012. Vide this office letter DNo: 869/12, Dt:19-10-12.

The respondent-2 i.e. the Assistant Engineer/Operation/Gurazala, in his written submission dt:18-10-2012 received in this office on dt:20-10-2012 stated that:

1. The CC.bills issued as per the consumption of service No: 4515 Gurazala for 11/2011 consumption units 1000 for 12/2011 consumption 800 01/2012 consumption 100 units then 3/2012, 287 units 4/2012 , 335 units 05/2012, 284 units 06/2012 , 159 units 07/2012 to 09/2012 average units 3 months consumption units as per General Terms and Conditions 11/2011 to 01/2012 period average taken $1900/3 = 633.3$.

2. After that the consumer representing there is no bookings for the mandapam requesting for revision of CC.bills 07/2012 to 09/2012.
3. By comparing the consumption pattern before and after meter change the average will be recommended as before meter struck up period of the 03/2012 units 287, 04/2012 units 335, 05/2012 units 284 3 months consumption units $906/3 = 302$ recommended per month then RJ also effected vide RJNo:07/10-2012.

Findings of the Forum:

1. The grievance of the complainant is that the bills for the Kalyanamandapam for which is acting president are issued on high side for certain period disproportionate to the usage and hence requested for revision of bills.
2. The grievance being revision of bill shall be done within 7 working days from the date of the complaint in accordance with the Guaranteed Standards of Performance.
3. Here in this case the complaint was made on 08-10-2012 and shall be rectified by 16-10-2012.
4. The respondent-2 i.e. the AE/Opn/Gurajala reported that he had recommended for revision of bill for the months 07/2012 to 09/2012 duly taking the average consumption of 11/2011 to 01/2012 and the average units arrived were 633.3 units per month.
5. On the request of the complainant for revision of bills from 07/2012 to 09/2012 under the plea that there were no bookings to the

Kalyanamandapam and the meter was under struck up status during the said period.

6. The respondent-I i.e. the AAO/ERO/Gurajala reported that the CC.bills were for the period from 07/2012 to 09/2012 were revised as per recommendations of the field officer at 302 units per month due to the meter struck up through RJNO: 07/10-12 and also the consumer was addressed by the respondent -1 in his letter dt: 19-10-2012 to pay an amount of Rs. 2,527/- within 7 days.
7. The average consumption that was billed for the months of 7, 8 and 9 of 2012 was 633 that was arrived by the billing machine from the previous consumption taking into consideration the consumption for the months of 11, 12 of 2011 and 01 of 2012 where the consumption was high in consecutive three months as 1000, 800 and 100 units which appears to be fictitious and hence shall not be considered and more over since it is a Kalyanamandapam the consumption is not consistent in all the months of the year and is purely seasonal and hence the clause is not applicable.
8. As could be seen from the account copy of the service, it is clear that the complainant duly accepting the said revision, paid the amount of Rs. 2,527/- as per the revision and hence the grievance is resolved.
9. The action of the respondents in accepting the contentions of the complainant and revising the complainant's service bill for the period of meter struck up is in order.

10. The date of complaint was 08-10-2012 and its rectification was on 18-10-2012 i.e. well within the schedule time period and hence there is no deficiency of service on the part of the respondents.

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

ORDER

“No Separate order needed”.

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 2nd day of November 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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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.