

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

On this the 13th day of June 2013

In C.G.No:06/ 2013-14/ Guntur Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri. K.Balanjaneyulu
C/o Venkata Subba Rao
DNo:8-165.,
Pedanandipadu Village, Post & Mandal
Guntur_dist-522235

Complainant

And

1. Assistant Accounts Officer/SUB-ERO/Ponnur
2. Assistant Engineer/Operation/Pedanandipadu
3. Assistant Divisional Engineer/Operation/Ponnur

Respondents

Sri. K.Balanjaneyulu, C/o Venkata Subba Rao resident of Pedanandipadu Village, Post & Mandal, Guntur- Dist-522235 herein called the complainant, in his complaint dt:16-04-2013 filed in the Forum on dt:16-04-2013 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 enjoying power supply through SCNo:827 at Pedanandipadu village and Mandal of Guntur-Dist and the service stands in the name of his father N.Venkatasubba Rao who is no more.
2. Requested to transfer the service into his name.

3. Also the bill for the month for March 2013 for the service above reading was taken wrongly.
4. The Meter was tested in the lab under the provisions of challenge test in the month of January 2013, but the bill is not revised so far.

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

The respondent-1 i.e. the Assistant Accounts Officer/SUB-ERO/Ponnur in his similar written submissions dt:NIL, received in this office on 28-04-2013 stated that:

1. The complainant requested for change of Title transfer from K.V.Subba Rao to K.Balanjaneyulu.
2. The delegation of power's issued Vide Memo No:CMD/ADE/Tech/Peshi/DNo.103/04 Dt:06-11-2004 the ADE/OPN/Ponnur is the competent authority for Title Transfer in respect of category-I.
3. The consumer has to approach the call centre along with necessary documents, thereafter the Name transfer proposals are sent by the ADE/O/Ponnur
4. After receiving the proposals from ADE/O/Ponnur, the Title Transfer is effected in the ERO records.
5. The spot billing reader has furnished the wrong readings during the months of March 2013, April 2013. The same was rectified vide R.J.No: 21/04-2013 as per the check reading furnished.
6. The shortfall amount is raised in 10/2012 for Rs.7,304/- on review of exceptionals as the status of the service is mentioned as 09 i.e. PNU from 12/2011 to 07/2012, Later the status of the service is mentioned as 02 i.e. Meter stuck-up in 08/2012 and also meter is changed in 09/2012 . Hence the short fall is levied in the PNU status. At present

the test result of the meter along with recommendations of ADE/O/Ponnur Vide Lr.No:978/2013, dt:20-05-2013.

7. The meter is defective and also the house is vacant due to the tenant got transferred to some other place. Based on the recommendations the above said shortfall amount of Rs.7304/- is withdrawn vide RJ.No:11/05-2013. The amount payable by the consumer is Rs.4433/- i.e. CB 11737-7304.

Findings of the Forum

1. The grievance of the complainant comprises of two items out of which the first one is about title transfer of the service into his name hither to stood in the name of his father who is no more. For this the respondent-1 reported that the complainant has to approach the ADE/Opn/Ponnur, the third respondent in this case and the competent authority to dispose the case and get registered an application along with relevant documents and paying the necessary fee and the said ADE inturn has to submit the proposal to the ERO where the title transfer will be effected.
2. The contention above of the respondents is in order and the complainant has to do accordingly.
3. The second grievance of the complainant is that for the month of March 2013, the bill were issued with wrong readings and requested to rectify the bill. Though the meter was tested in January 2013, the bill was not revised so far.
4. For the above the respondents replied that a shortfall amount was raised in 10/2012 for Rs.7,304/- on review of exceptionals for the reason, the status of the service was mentioned as '09', '02' and '04'

based on the recommendations of the ADE/Opn/Ponnur and in view of the findings that the meter is defective and the house is vacant due to transfer of tenant the said amount of Rs.7304/- above was withdrawn and the balance amount of Rs.4,433/- is to be paid by the consumer.

5. Though the respondent mentioned that the RJ copies are enclosed they are not received by the Forum.
6. In this case also it is noticed that the reader put the meter status wrongly over a period of about nine months and the respondents levied shortfall treating that the status is wrong and levied an amount of Rs.7,304/-, but again the same is withdrawn with the plea that the meter behaved erratically and also the house is kept vacant for the tenant was transferred from the place.
7. It is felt that the respondents before levying the shortfall should have ensured the actual conditions of the service premises and also the performance of the meter, but however at a later date the consumer bills were rectified and hence his grievance is resolved.

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

ORDER

The respondents are directed that they

1. shall ensure proper reading of the meters by the meter readers every month by taking check readings at random and comparing with the readings furnished by the readers to avoid such unnecessary exercise of raising the shortfalls and withdrawing the same causing unnecessary inconvenience to the consumers.
2. The complainant is advised that he shall pay the balance amount after the said bill revision i.e. Rs.4433/- along with the regular CC.Charges.

3. He is also advised that he shall file an application in the office of the ADE/Opn/Ponnur along with relevant documents of ownership/ legal hair in proof of having the legal possession of the said property wherein the said service is existing and act upon as guided by the ADE/Opn/Ponnur for enabling the respondents to effect the title transfer in his name as sought for.

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 the 13th day of June 2013.

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.