

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

On this the 13th day of May 2013

In C.G.No:07/ 2013-14/ Guntur Circle

Present

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

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

Between

Sri. V.Anjaneyulu
C/o V.Pitchaiah
Opposite ING VYSYA Bank
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
4. Divisional Engineer/Operation/Bapatla

Respondents

Sri. V.Anjaneyulu, C/o V.Pitchaiah resident of Opposite ING-VYSYA Bank, 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 a domestic consumer with SCNo:306 at Pedananidpadu village and Mandal of Guntur-Dist.
2. For his service above he received a bill for an amount of Rs.17501 for the month of March 2013 as against the regular bill amount of Rs.70 normally.

3. Requested to rectify the bill.

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. SCNo:306/Category-I of P.N.Padu in respect of Sri. Anjaneyulu is having bill amount of Rs.17,500/- due to the meter change is furnished in the month of 10/2012 even though the meter was not replaced physically, and the existing meter shows progressive reading during the month of 04/2013, as per the field report furnished by AAE/O/P.N.Padu the bill has been revised and withdrawn of Rs.16,064/- vide RJNo:20/04-2013 and the balance amounts is to be paid in Rs.1,436/- to end of April 2013.
2. The field proposal, RJ data sheet of SCNo:306 of Pedanandipadu are enclosed.

Findings of the Forum

1. The grievance of the complainant is that he received CC bill very much on high side for an amount of Rs.17,501/- for the month of March 2013 as against his normal bills of the order of Rs.70/- per month and requested to rectify the bill.
2. The respondent-1, i.e., the Assistant Accounts Officer/ Sub-ERO/Ponnur, replied that the status of the service meter was shown as “**meter change**” for the month of 10/2012, but the meter was not actually changed physically and the existing meter shows progressive reading during the month of 04/2013 and the bill has been revised as per the field report of the AAE/Operation/Pedanandipadu, and an amount of Rs.

16,064/- has been withdrawn leaving balance of Rs.1,436/- payable by the consumer.

3. The main defect in this case is reading the meter every month on the due date physically visiting the premises and looking at the meter was not done by the reader resulted in accumulation of consumption over a period and there by the huge bill amount of Rs.17,500/- which is beyond the paying capacity of a small consumer.
4. It is not understood how the reader put the status of the meter as '04' i.e. for "**meter change**" in the month of 10/2012 and how the readings from 11/2012 to 03/2013 were put.
5. It is the gross negligence of the meter reader and the supervision lapses of the concerned who ought to control the reader by taking check readings periodically.
6. However the respondents acted upon immediately receiving the complaint on 16-04-2013, revised the bill and settled the account in the same month (date not mentioned). The consumer duly accepting the bill revision paid the balance amount making the dues nil.
7. The same is confirmed from the account copy of the service.
8. As such the grievance of the complainant is resolved.

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

ORDER

The respondents are directed that they shall be vigilant on the meter readers by taking random check readings and comparing the same with that recorded by the meter readers and initiate suitable actions against readers who deviates the procedures and cause inconvenience both to the consumer as well as the licensee and

at times postponement of revenue and see that such cases shall 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, 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.