

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:09/ 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. Kollipara Narasimharao
Near 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

Respondents

Sri. Kollipara Narasimharao resident of Near 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. The house SC.No.1109 of Pedanandipadu stands in the name of his father and he is residing in the house.
2. The meter of the above service was not read properly, every month resulted in increase of bill amount due to change in slab rates.
3. the readers without visiting the house, showing the status as “**door lock**”.

4. 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 written submission dt: NIL, received in this office on 28-05-2013 stated that:

1. Sc.No.1109/Cat-I, Pedanandipadu, bill was issued for Rs.601/- due to consumption of units 280 for two months, i.e., March and April 2013.
2. Previously in the month of March 2013 the bill was issued under door lock with an average consumption of 114 units under door lock status.
3. The same has been adjusted in 04/2013 bill and the consumer paid the amount in the same month making the balance nil.

Findings of the Forum

1. The grievance of the complainant is that his service meter is not read properly every month and in some months they are putting 05 (Door Lock) status resulting in accumulation of consumption to the next month and billing done in higher slabs and increase burden on him. Requested to rectify the bill and to issue every month without fail.
2. The respondent-1 i.e. the AAO/ERO/Ponnur replied that the service number 1109 belongs to the consumer of Pedanandipadu issued for an amount of Rs.601/- due to consumption of units 280 for the two months i.e. for March - April 2013 with Door Lock status in Feb-March 2013 bill and the same has been adjusted with an average of 114 units for the door lock period and the consumer duly satisfying with the said bill adjustment paid the amounts and the balance is Nil.
3. As such the grievance of the complainant is resolved by the respondents in the same month of the complaint, but however it is felt that the

consumers shall not be suffered with wrong billing issued without visiting the consumer's premises and the respondents shall take initiative and see that such cases will not crop up in future.

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

ORDER

The respondents are directed that they shall see that the meters of all the consumers are read properly duly following the periodicity and take check readings of the services having the status of exceptionals on review and action taken against such erring readers.

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.