

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

**On this the 21<sup>st</sup> day of September 2013**

**In C.G.No: 118/ 2013-14/Tirupati 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***

Smt. G.Kavitha  
C/o G.Veerawamy  
DNo:10-188/A, Prasanthi Nagar,  
Chandragiri Post & Mandal,  
Chittoor-Dist-517101

Complainant

***And***

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

Respondents

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Smt. G.Kavitha, C/o G.Veerawamy resident of Prasanthi Nagar, DNo:10-188/A, Chandragiri Post & Mandal, Chittoor-Dist-517101 herein called the complainant, in her complaint dt:22-07-2013 filed in the Forum on dt:22-07-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. She is a domestic consumer at Chandragiri, Prasanthi Nagar of Chittoor-Dist and she received bills for the above service disproportionate to her usage.

2. She represented the matter to the AE and ADE, Chandragiri on 13-06-2013, but they did not respond and replied that the said bill on high side is due to replacement of the meter and adding the balance units for billing. She was informed by the AE that the bill can be reduced to some extent.
3. Requested to revise the bill.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Chandragiri, in his written submissions dt: 31-07-2013, received in this office on dt: 03-08-2013 stated that:**

1. The complainant, Smt. G.Kavitha has complained in her notice that excess demand billed in respect of the service No:5424100007621 Chandragiri distribution, under category LT-I and requested to revise the bill.
2. In this connection it is to submit that on verification of office records it is noticed that there is no excess demand billed and billing was done in accordance with reading only.
3. In view of above, it is to submit that there is no excess demand billed. Hence the question of revision of demand does not arise.
4. In support of above, the account is enclosed for persual please.

**Findings of the Forum**

1. The grievance of the complainant is that she received bill on high side for her domestic service irrespective of the usage and requested to revise the bills.
2. The respondent-1 i.e. the AAO/ERO/Chandragiri replied that he had verified the office records and noticed that there is no excess demand and

the billing was done according to the reading only and hence there is no need to revise the bill.

3. As could be seen from the account copy of the service the said service was released on 13-03-2013 for a contracted load of 3KW under LT category-I in the name of G.Kavitha. The consumption pattern appears to be in uniform right from the release of the service and there is no dispute regarding billing and payments as the closing balance is shown as nil.
4. As such it is felt that the contention of the respondent-1 i.e. the AAO/ERO/Chandragiri holds good and there is no need to revise the bill.
5. The contentions of the complainant that she is not capable of paying the huge bills in view of their financial position appears to be far from truth and hence the request for revision of bill is meaningless and is set aside.

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

**ORDER**

No separate order needs 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 21<sup>st</sup> day of September 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 to the General Manager/ CSC/ Corporate office/ Tirupati for pursuance in this  
matter.