

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

On this the 21st day of September 2013

In C.G.No: 121/ 2013-14/ Kadapa 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. V.Bee Bee
W/o Amar Basha
DNo:53/192, Near Sai Hall,
Rayachoti Village & Post
Rayachoti town
Kadapa-Dist-516269

Complainant

And

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

Respondents

* * *

Smt. V.Bee Bee, W/o Amar Basha resident of DNo:53/192, Near Sai Hall, Rayachoti Village & Post, Rayachoti town, Kadapa-Dist-516269 herein called the complainant, in her complaint dt:23-07-2013 filed in the Forum on dt:23-07-2013 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 consumer with SCNo:114901254037 for domestic purpose and the meter of the said service is not functioning properly and the matter

was reported to the concerned helper in November 2012 as the bill was Rs.4600/-.

2. She requested the officials to replace the meter, but there is no response and the bill was accumulated to Rs.5938/- to the end of June 2013.
3. Requested to replace the meter besides waiving the bill amount in full.

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

The respondent-1 Assistant Accounts Officer/ERO/Rayachoti in his written submission dt:26-07-2013, received in the Forum office on 30-07-2013 stated that:

1. Smt. V.Bee Bee of HSC No:20120 of west Rayachoty was received by post Dt:20-07-2013, and the complaint was attended.
2. As per the consumer representation bill was revised and withdraw the amount Rs.3724/- vide RJ No:20/6-13 and the same was intimated to the consumer through the concerned AE/O/West/Rayachoty.

Bill Dt:16-7-2013	-	Rs.5938.00
Withdrawal Amt	-	Rs.3724.00
Consumer her to be paid	-	Rs. 2214.00

Findings of the Forum:

1. The grievance of the complainant is that she received CC.bills on high side for her house service for the month of November 2012 suspecting the meter functioning she requested the officials to replace the meter, but was not done so till June 2013 and the bill amount was accumulated to Rs.5938/- finally and requested to replace the meter besides waiving the bill amounts.
2. The respondent-1 i.e. the AAO/ERO/Rayachoti replied that the said service with SCNo:20120 under the control of west Rayachoty, the bills

were revised and an amount of Rs.3724/- was withdrawn under RJNo:20/6-13 and the consumer was to pay an amount of Rs.2214/- after the said revision.

3. The complainant mentioned that the service number is 114901254037 where as the respondent-1 effected the bill revision in respect of service number.2411201020120 which is contra, but the name of the consumer for the replied service as well as the complainant are one and the same.
4. The complainant did not clear the balance amount of arrears after adjustment and the service appears to be under disconnection for the bill dt:31-07-2013.
5. As could be seen from the account copy of the service the present meter was installed to the service in the month of 09/2012 with '0' initial reading and was not read properly and hence the respondents treating that the consumption is actual, but accumulated revised the bills apportioning the consumption over the period. Since the meter is not at fault it need not be replaced.
6. As such it is felt by the Forum that there is no need of meter replacement and also the request of the consumer for waiver of the total bill amount shall not be considered

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

ORDER

The complainant is advised that she shall pay the bill amount as on date along with the RC fee to get her service reconnected.

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 21st 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.