

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

On this the 17th day of May 2013

In C.G.No:13/ 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. K.Venkaiah
Chintamotu Village & Post
Bhattiprolu Mandal,
Guntur-Dist.

Complainant

And

1. Assistant Accounts Officer/ERO/Repalle
2. Assistant Engineer/Operation/Bhattiprolu
3. Assistant Divisional Engineer/Operation/Repalle
4. Divisional Engineer/Operation/Tenali

Respondents

Sri. K.Venkaiah resident of Chintamotu Village & Post, Bhattiprolu Mandal, Guntur-Dist. herein called the complainant, in his complaint dt:25-04-2013 filed in the Forum on dt:25-04-2013 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 SC.No: 498 at Chintamotu village of Bhattiprolu mandal, in Guntur-Dist.
2. On 15-03-2013 he received bill for an amount of Rs.6604 which is very much high when compared to his usage.
3. He contacted the AE/Opn/Bhattiprolu in the matter who advised him to pay Rs.3000/- being 50% of the bill amount.

4. He is a daily coolie doing agl. works and cannot afford to pay even the 50% amount..
5. His CC.bill for September was Rs.316/- and for November it was Rs.452/- where as for March it was Rs.6604/-.
6. Requested to rectify the bill.

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

The respondent-1 Assistant Accounts Officer/ERO/Repalle in his written submission dt:04-05-2013, received in this office on 07-05-2013 stated that:

1. The CC.Bill in respect of SC.No:498, Chintamotu Village of Operation section, Bhattiprolu for the month of 03/2013 was issued with accumulated of 1192 units and bill amount with Rs. 6,60,4/-.
2. In this connection the above service was inspected by the AE/Operation/Bhattiprolu and observed that the FR of the above service is 3032 to the end of 03/13 vide LrNo:AE/O/Btpl/DNo:camp/13, dt:19/03/2013 from AE/Operation/Bhattiprolu duly apportioning the above consumption for the period from 04/2011 to 03/2013.
3. Based on the AE/Operation/Bhattiprolu letter the CC.bill in respect of the above service was revised from 04/11 to 03/2013 and an amount of Rs.3,384/- was withdrawn by this office vide RJ. No:42/03-13. The copies of the AE's letter service history and RJ are herewith enclosed.

Findings of the Forum:

1. The grievance of the complainant is that he received bill abnormally on high side for an amount of Rs.6604/- for the month of 03/2013 where as his regular bills were of the order of below Rs.500/- and requested to rectify the bill.

2. The respondent-1 i.e. the AAO/ERO/Repalle reported that the bill consumers bill was revised as per the recommendations of the AE/Operation/ Bhattiprolu in his letter dt:19-03-2013 by apportioning the consumption over the period from 04/2011 to 03/2013 treating that the consumption is suppressed over the period. As a result of the said revision an amount of Rs.3,384/- was withdrawn through RJ No:42/03-13.
3. Though the respondent mentioned that the said RJ copy and the AE's letter were enclosed, he did not attach the same and not received.
4. Though the said revision of bill by apportioning for a period of two years is quite justified, but however the respondents are at fault in issuing the bills without reading the consumer meter properly on each billing date for such a long period which is not acceptable.
5. However, the consumer is bound to pay the balance amount of the bill without disputing further but can opt for installments of his financial suitability limiting to maximum of six.
6. The respondents may allow the consumer to pay the balance amount in installments free of interest , while the regular CC Charges are paid normally in view of his financial conditions.

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

ORDER

The respondents are directed that they shall allow the complainant to pay the balance amount after the said withdrawal of Rs.3,384/- in easy installments of maximum six without interest and surcharge but however, they are at liberty to collect the regular C.C.Charges as usual.

The consumer is advised to approach the respondents and pay the arrear bill amounts by obtaining easy installments to suit his paying capacity, while paying the monthly C.C. Charges as usual.

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 17th day of May 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.