

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

**On this the 3<sup>rd</sup> day of July 2013**

**In C.G.No: 91/ 2013-14/ Ongole 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***

Smt.Sk.Kareemmoon  
D/o Late Mastan  
Padamatipalem,  
Podili Village and Mandal  
Prakasam-Dist-523214

Complainant

***And***

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

Respondents

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Smt. Sk.Kareemmoon, D/o Late Mastan, Padamatipalem, Podili Village and Mandal, Prakasam-Dist-523214, herein called the complainant, in her complaint dt:19-06-2013 filed in the Forum on dt:20-06-2013 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 an electrical consumer with SC.No. 1744 at Padamati palem area of Podili village and Mandal of Prakasam District.
2. She is having two bulbs, one fan and one TV only in her house but she is receiving bills on high side for the service above as against the usual of below Rs.200/- a month earlier.
3. The meter of her service above was earlier sent to Ongole for testing but her problem is not resolved.
4. Requested for justice.

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

**The respondent-1, i.e. the Assistant Accounts Officer/ERO/Kanigiri in his written submissions dt: 28-06-2013, received in this office on 01-07-2013 stated that:**

1. Based on the recommendations of the Assistant Engineer/ Operation/ Podili, the bill was revised and recorded through R.J.No. 16/ 06-2013.
2. The excess demand of Rs.9,289/- was with drawn for the period from 8/2012 to 2/ 2013 due to the meter was defective as stated by the Assistant Engineer/ Operation/ Podili, in his letter dated 21-06-2013 duly counter signed by the ADE/ Operation/ Podili.

**Findings of the Forum**

1. The grievance of the complainant is that, the CC bills in respect of her SC.No. 1744 at Podili are received on high side in the recent while the bills earlier were below Rs.200/- per month for her usage of two bulbs, one fan and one TV. Also the meter of her service above was sent to Ongole for testing but there was no further response. Requested for revision of bills and render justice.
2. The respondent-01, ie the Assistant Accounts Officer/ERO/Kanigiri, replied that the bill revision was done through R.J.No.16/06-2013 for the period from 8/2012 to 2/2013 during which period, the meter was defective and as per the recommendations of the Assistant Engineer/ Operation/ Podili.
3. As could be seen from the said R.J., an amount of Rs.9,289/- was withdrawn from the account of the said service of the complainant and hence the grievance is resolved.
4. As could be seen from the account copy of the service, the service was released on 15<sup>th</sup> June 1985 for a load of 510 Watts in the name of one, Sk. Mastan.

5. Though the complainant mentioned that the meter was sent to Ongole for testing earlier, but it was done in the month of April 2013 only i.e. one month before the complaint.
6. The monthly consumption in accordance with the Annexure XII ( II ) of General Terms and Conditions of Supply, is arrived at 50 units per month (  $0.280 \times 0.25 \times 24 \times 30 = 50.4$  ) for the load of 280 watts as mentioned by the complainant.
7. As such, the action of the respondents in revising the bills and withdrawing the excess amount due to the meter defective is felt in order.

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

**ORDER**

**“No separate order need 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 3<sup>rd</sup> day of July 2013.

|                               |                             |                                  |                            |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|
| Sd/-<br><b>Member (Legal)</b> | Sd/-<br><b>Member (C.A)</b> | Sd/-<br><b>Member (Accounts)</b> | Sd/-<br><b>Chairperson</b> |
|-------------------------------|-----------------------------|----------------------------------|----------------------------|

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

