

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

On this the 31st day of March 2015

In C.G.No:169/ 2014-15/Guntur Circle

Present

Sri P.Venkateswara Prasad
Sri A.Sreenivasula Reddy
Sri T. Rajeswara Rao

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Mopidevi Laxmana
S/o Pothuraju
D.No:1-12-1
Nizampatnam
Nizampatnam – Post Office
Nizampatnam
Guntur – Dist.522314

AND

- 1.Assistant Accounts Officer/ERO/Cherukupalli
- 2.Assistant Engineer/Nizampatnam
- 3.Assistant Divisional Engineer/Cherukupalli
- 4.Assistant Divisional Engineer/LT-Meters/Guntur
- 5.Senior Accounts Officer/Guntur

Sri Mopidevi Laxmana S/o Pothuraju D.No;1-12-1 Nizampatnam village,Nizampatnam Post Office, Nizampatnam - Mandal Guntur - Dist. herein called the complainant, In his complaint dt:08-10-2014 filed in the Forum on dt: 08-10-2014 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 resident of Nizampatnam village, Nizampatnam mandal ,Guntur – Dist.with sc.no;4179
2. His meter was stucked up from 2 years . but now he is getting the bills.

3. He received arrears of bills 6000/- and this month i.e., September 2014 for Rs24497 /-
4. So kindly rectify the problem of getting the more bill.

The respondent-I i.e. the Assistant Accounts Officer/cherukupalli in written submission dt: 17-10-2014, received in this office on dt:20-10-2014 stated that:

1. He submit that the service no.4179 of Nizampatnam, Nizampatnam Section the meter was stuck up from 02/2011. The said meter was replaced in the month of November 2011. The spot billing meter reading has furnished various status i.e in February 2011 the reader operated 09 status(P.N.U) later from 03/2011 to 10/2011 he applied stuck up (02 status) for the same service.
2. As per the instructions from the Higher Authorities while reviewing the MRB's the average is not same during the stuck period that is from 03/2011 to 10/2011 the meter was replaced in the month 11/2011 the consumption is recorded 181 units by taking the recorded consumption during 11/2011 the same units are taken for average units during the stuck up & PNU period that is from 02/2011 to 10/2011 and the shortfall amount of rs 2706.00 is arrived and included to the service.
3. The Assistant Engineer /Operation Nizampatnam has submitted the revision of bill proposal vide Lr.No.AE/O/Nizampatnam D.No /12 dt .28.06.2012 as per the recommendation of Assistant Engineer/O/Nizampatnam the bill has been revised by considering AE's recommended 125 units from 02/2011 to 10/2011 and withdrawn the Rs.1567 vide this office RJ.No.09/07-2012.
4. The Consumer is not paying CC charges from 02/2012 to till to date.

Findings of the Forum:

1. Sri M.Laxmana of Mopidevi having domestic Sc.No:4179 of Nizampatnam has lodged a complaint before the Forum on 8.10.2014 stating that , a bill for Rs 6000/- was issued to him and requested to solve his problem.
2. As could be seen from the submission of Respondent No 1, it is understood that the meter readers have not entered the correct status of the meter during 2/2011. The Respondents during their meter readings review have noticed the mistake and taken efforts to revise the bills by taking 181 units as average consumption for the sticking period.
3. The respondent No 2 has recommended to revise the bill taking 125 units as average without showing any rule position.

Rule Position:

In accordance with clause 7.5.1.4.1 of GTCS, the number of units to be billed during the period in which the meter ceased to function or became defective ,shall be determined by taking the average of the electricity supplied during the preceding three months in which the meter ceased to function or became defective.

In the instant case the meter seems to be defective during the month of 1/2011 and hence the average consumption of 10,11,and 12 of 2010 might have been taken into account. The average works out to $(152+59+112=323/3)107.66$ or 108 units.

ORDER

The Respondent No 1 is directed to revise the bill for the defective period duly taking the average consumption as 108 units and communicate the same to Complainant for averaging payment.

Accordingly case allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 31st day of March, 2015.

Sd/-
Member(Legal)

Sd/-
Member(Accounts)

Sd/-
Chairperson

True Copy

Chairperson

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.