

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

On this the 21st day of May ,2015

In C.G.No:149/ 2014-15/Kadapa Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri. C.Sreeramulu
C/o C.Subbaramaiah
D.No:1/168
Kodur Town
Kodur Post,
Railway Kodur mandal,
Kadapa-Dist-516101

Complainant

And

1. Assistant Engineer/Operation/Town/Kodur
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta

Respondents

Sri. C.Sreeramulu C/o C.Subbaramaiah is a resident of D.No:1/168 Kodur Town, Kodur Post, Railway Kodur mandal,Kadapa-Dist-516101. herein called the complainant, in his complaint dt:19-09-2014 filed in the Forum on dt:19-09-2014 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 D.No:1/168 Kodur Town, Kodur Post, Railway Kodur mandal,Kadapa-Dist-516101 .

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2. He is the domestic consumer with Sc.No:1829, in the month of September 2014 he received bill of Rs 3711/- since two months he was receiving the excess bills.

3. So kindly revise the bills and do justice .

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

The respondent-1 i.e. the Assistant Engineer/Operation/Town/Kodur in his written submission dt:18-10-2014, received in this office on dt:21-10-2014 stated that:

1. Sri C.Sree Ramulu S/o Subba Ramaiah D.No:1/168, Kodur bearing H Sc :1829,Cat-I,S – Ph ,M2 group pertains to Kodur town section has lodged complaint in Hon'ble Forum for the Redressal of Consumer Grievances, Tirupati regarding higher demand Rs 3711 received during 8/2014 for 470 units due to accumulation consumption for the period from 10/2013 to 10/2014 the same was recommended for revision in the letter dated 22.09.2014 and got revised.Revision was done by considering accumulated consumption for the above period and revision done vide RJ No:28/9/2014 and with drawn to Rs2061.00. The consumer was intimated to pay the CC charges Rs.3069 including 10th month demand also.

Findings of the Forum:

1. During the Vidyuth Adalath conducted at Kodur on 19.09.2014 by the Forum, sri C.Sreeramulu of Kodur has filed a petition before the Forum stating that he has received CC bill for huge amount and requested to reduce the bill.
2. The Respondent No 1 in his submission to the notice issued by the Forum has stated the bill has been revised duly taking the consumption from 10/2013 to 10/2014 and withdrawn an amount of Rs 2061/- vide RJ No 28/9.2014.

3. In Accordance with Regulation 9/2013 under Schedule II Guaranteed Standards of performance as contemplated in Sl.No XI under service area Resolution of complaints on consumers bill if any additional information required is within 7 working days on receipt of complaint shall be resolved. In the present case the Respondent has sent the proposals to the AAO within 3 days and the bill has been revised by AAO immediately and hence the Respondents have complied with the APERC regulations.

ORDER

Since the grievance of the complainant to reduce the huge bill has been redressed by the Respondents by withdrawing an amount of Rs 2061/- during 9/2014 and further since the Complainant has also paid the balance dues also, the case is disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 21st day of May 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.

