

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

On this the 20th day of April 2015

In C.G.No:183/ 2014-15/Kadapa Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri M.G.V.Kumar Babu
D.No:14/547
RS Road
Kamalapuram
Kamalapuram- Post Office
Kamalapuram Mandal
Kadapa - Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Kamalapuram
2.Assistant Engineer/Kamalapuram
3.Assistant Divisional Engineer/Yerraguntla
4.Divisional Engineer/Proddatur

Respondents

SriM.G.V.Kumar Babu is a resident of D.No:14/547 R.S.Road , Kamalapuram ,Kamalapuram – Post Office, Kamalapuram ,Kadapa- Dist. herein called the complainant, In his complaint dt: 03-11-2014 filed in the Forum on dt: 03-11-2014 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:14/547, R.S Road ,Kamalapuram ,Kadapa – Dist.
2. He submits that he has joined as a tenant on 15.07.2014 in the residence having Sc.No 1228 and he has paid the bill for August 2014 on 23.08.2014 for Rs 460/- and he further not received the bill forin the month sep 2014, but he approached the collection center and after enquiring with revenue cashier he has paid the minimum bill of Rs 270/- on 1.10.2014.

3. He has received huge bill of Rs 2543/- for 398 units on 14.10.2014 and attributed that the meter reader has intentionally suppressed the reading previously in order to benefit his previous tenant and finally requested the Forum to do Justice.

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

The respondent-I i.e. the Assistant Accounts Officer /ERO/Yerraguntla in written submission dt: 10.03.2015, received in this office on dt:18.03.2015 stated that:

1. The representation of consumer has been received by this office an recommendation of AE and ADE vide reference dt 31.10.2014. On receipt of the representation, this office has acted quickly and revised the bill of HSc.No.1228/Slab/Kamalapuram which was also a registered complaint with CGRF i.e ., complaint no.CG.No.183/2014-15/Kadapa Circle.
2. Accordingly the bill of HSC.No.1228/Kamalapuram was revised and withdrawn the accumulated consumption duly proposing on Revenue Journal vide Rj.No.4/11-2014. The consumer has also paid the remaining amount due on his service.

Findings of the Forum:

1. Sri M.G.V.kumar babu tenant of D.No:14/547 RS Road ,Kamalapuram in his petition has stated that he has joined as a tenant on 15.07.2014 in the residence having Sc.No 1228 and he has paid the bill for August 2014 on 23.08.2014 for Rs 460/- and he further not received the bill for sep 2014, but he approached the collection center and after enquiring with revenue cashier he has paid the minimum bill of Rs 270/- on 1.10.2014.
2. The Complainant has stated that he has received huge bill of Rs 2543/- for 398 units on 14.10.2014 and attributed that the meter reader has intentionally suppressed the reading previously in order to benefit his previous tenant and finally requested the to do Justice.
3. The Respondent No I in his submission dated 10.03.2015 has stated that based on the recommendations of Respondent no 2 & 3, the bill was revised and accumulated consumption billed proportionately and withdrawn the excess amount billed vide RJ no.11/2014. The Respondent

No 1 has also stated that the complainant has also paid the balance amount.

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

ORDER

Since the Respondents have responded promptly and the grievance of the complainant is redressed immediately in accordance with Regulation No 9/2013, the case is disposed off accordingly.

Further the Respondents are directed to conduct surprise checks on meter readers, arrange check readings and ensure that erroneous bills are not issued to the consumers

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 20th day of April 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.