

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

On this the 25th day of March 2015

In C.G.No:70/ 2014-15/Kurnool Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri V.J.Sreenivasulu
S/o V.Krishnaiah
D.No:40/319A
R S Road
Kurnool
Kurnool – Dist 518002

Complainant

AND

1.Assistant Accounts Officer/Kurnool Town
2.Assistant Engineer/ Power house
3.Assistant.Divisional Engineer/D I Kurnool
4.Divisional Engineer/Kurnool

Respondents

Sri V.J.Sreenivasulu , S/o V.Krishnaiah is a resident of D.No : 40/319A R S Road Kurnool Post,Kurnool –Dist herein called the complainant, In his complaint dt:18-07-2014 filed in the Forum on dt: 18-07-2014 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 at D.No : 40/319A R.S.Road, Kurnool Post, Kurnool –Dist.
2. He is a Domestic Consumer with Sc.No of 57001 .
3. He is getting excess bills during the month of July 2014 due to change of Meter.
4. He has lodged the complaint in CGRF for the revision of bills.

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

The respondent-I i.e. the Assistanat Accounts Officer / ERO/ Kurnool Town
in his
written submission dt:23.02.2015, received in this office on dt:02.03.2015
stated
that:

1. The consumer given a complaint regarding excess bills against his Sc.No 57001,Distribution,Cental Section,Kurnool.
2. The Additional Assistant Engineer, Meter Section, Kurnool transmitted actual readings of all meter changes which consists of 350 no.s in central Section . Whereas this office verified all the check readings transmitted and a short fall amount towards CC charges of Rs 8923/- has been raised based on the old meter removal final check reading 23568 transmitted to this office by LT Meter Lab for a billing short consumption of 1100 units during the billing month 09/2013 and intimated the consumer for payment within due date.
3. The Assistant Engineer,Distribution central Section , Kurnool with Assistant Divisional –I,Distribution,Kurnool Counter signed of complaint letter in response to requested this office to revise the short amount levied by averaging it for a period of 18 months stating that the meter reading might not be able to take the accurate readings thus accumulated.
4. Whereas this office after considering request made by the AE/D/CS/KNL revised the shortfall amount duly averaging it for the last 18 months i.e., from 03/12 to 08/13 and withdrawn an amount of Rs 2331/-. The balance amont payable is paid by the consumer in the month of 08/14.

Further The respondent-III i.e. the Assistanat Divisional Engineer / D I/ Kurnool Town in his written submission dt:10.03.2015, received in this office on dt:11.03.2015 stated that:

1. He on verification it is found that the consumer mechanical meter was changed with electronic meter.
2. In the letter dt 18.12.2013 the Additional.Assistant Engineer,LT Meters transmitted removed meter final readings to the Assistant Accounts Officer,ERO,Town,Kurnool and the Assistant Accounts Officer,ERO,Town,Kurnool raised a short fall amount towards CC Charges of Rs 8923/- based on the old meter final check reading 23568.
3. In response to the above complaint recommended to the Assistant Accounts Officer ,ERO,Town,Kurnool for revision of bill taking short fall units average of 18 months and withdrawn an amount of Rs.2331/- The balance amount payable is paid by the consumer.

Findings of the Forum:

1. During the special Vidyuth Adalath held at Kurnool on 18.07.2014 , Sri V.J.Sreenivasulu, the complainant has stated that excess bill has been given to his Service No:57001 and requested relief.
2. On receipt of notice from the Forum ,the Repondent No 3 has responded and arranged to revise the excess bill.
3. The Complainant has cleared the balance due amount and expressed his thanks to the Forum and thus the grievance is resolved.

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

ORDER

Since the Grievance of the Complainant has been resolved during August 2014, The case is allowed and disposed off accordingly.

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 25th day of March, 2015.

Sd/-
Member(Legal)

Sd/-
Member(C.A)

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