

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

On this the 27th day of August 2015

In C.G.No:244/ 2014-15/Kurnool Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Ulidra Paramesh
C/o U. Usenappa
D.No:1/449
Bharpet
Adoni – Post office
Adoni
Kurnool- Dist
518301

Complainant

AND

1.Assistant Accounts Officer/ERO/Adoni
2.Assistant Engineer/D1 Section/ Adoni
3.Assistant Divisional Engineer/Adoni

Respondents

Sri Ulidra Paramesh C/o U.Usenappa is resident of D.No:1/449 , Bharpet , Adoni, Adoni – Post office, Adoni , Kurnool -Dist here in called the complainant, In his complaint dt:16.03.2015 filed in the Forum on dt:16.03.2015 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 resident of D.No:1/449 , Bharpet , Adoni, Adoni – Post office, Adoni , Kurnool -Dist.

C.G.No:244/2014-15/Kurnool Circle

2. He has taken new service connection since one year back .He has been not receiving the bills regularly during every month .He has requested to arrange the bills in time.
3. So ,kindly rectify the problem .

The respondent-3 i.e. the Assistant Divisional Engineer / O/APSPDCL/Adoni in his written submission dt:20.06.2015, received in this office on dt:20.08.2015 stated that:

1. On dt:- 16.03.2015 Sri .Ulidra Paramesh , Barpet , Adoni was represented the Hon'ble Chairperson /CGRF/APSPDCL/Tirupati regarding the issue of Electricity demand notice during every month regularly while taking monthly readings. For this spot billing agency was educated and conducted the meeting with meter readers for issuing of CC bills to every consumers in that area. Now the consumer of HSC No:-51034 at D.No:-1/449 Bharpet , Adoni is getting the CC Charges bill regularly during every month now there is no problem to the consumer.

Findings of the Forum

1. Sri V.Paramesh of bharpet , Adoni has lodged a complaint before the Forum on 16.03.2015 during the Vidyuth Adalth conducted at Adoni . In his complaint the complainant has stated that he has been not receiving the CC bills promptly ever since release of domestic service one year back. He has requested to arrange the bills in time.
2. Responding to the notice issued by the Forum , the Respondent No 2 has submitted his reply vide letter dated 20.06.2015 received in the Forum on 20.08.2015. In his reply the Respondent has informed that they have

conducted meetings with meter readers of spot billing agency and educated them to issue the bills to every consumer in time . He has also informed that CC bills are being served on the Complainant properly now every month .

3. In accordance with clause 4.13 of elec Supply code Regulation No 5/2004 issued by the Hon'ble APERC, it is the responsibility of The Licensee to ensure prompt delivery of bills to the consumer. Hence the Respondents shall initiate necessary steps to ensure prompt serving of bills. The action of the Respondents in conducting meetings with meter readers and educated them in high lightening the importance of issue of bills promptly to the consumers is appreciated.

ORDER

Since the grievance of the complainant has been redressed by the Respondents by ensuring prompt issue of CC bills, the case is disposed off.

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 27th day of August 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.