

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

On this the 28th day of April 2015

In C.G.No:175/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri V.Venkateswarulu
S/o Koteswara Eao
D.No:- 7-63
Karemchedu Village
Karemchedu – Post Office
Karemchedu Mandal
Prakasam - Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Parchoor
2 Assistant Engineer/Karemchedu
3. Assistant Divisional Engineer/Parchoor
4.Divisional Engineer/Chirala
5.Senior Accounts Officer/Ongole

Respondents

Sri V.Venkateswarulu S/o Koteswara Rao is a resident of D.No;7-63 ,Karemchedu village ,Karemchedu – Post Office,Karemchedu Mandal, Prakasam - Dist. herein called the complainant, In his complaint dt:16-10-2014 filed in the Forum on dt: 16-10-2014 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 Karemchedu village ,Karemchedu post office,Karemchedu mandal , Prakasam – Dist with Sc.No: 3079.
2. He made complaint during the Special Vidyuth Adalath held on 15.10.2014 against the billing problem.
3. He paid the challenge fee on 25.09.2014 for the meter testing.

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

CG.NO:175/2014-15/ONGOLE CIRCLE

The respondent-III i.e. the Assistant Divisional Engineer /Parchoor in his written submission dt: 31.10.2014, received in this office on dt:05.11.2014 stated that:

1. He submit that SC .No:3079 of Karemchedu belongs to sri Utukuri Venkateswara Rao was paid 100/- for challenging test vide PR.No.341366, dt.23/09/2014 at call centre, Parchoor and the same is registered as NC.No.44334C00031,Dt.23.09.2014.
2. The New meter is fixed for SC.No:3079 and intimated to consumer for attending challenge test vide Lr.No.AAE/O/KCD/D.NO.280/14, Dated.27.09.2014, the consumer attended challenge test on 16/10/2014 and the test report received vide LR.NO.AE/LTMeters/ONG/F.NO.TR.D.NO.1175/14,Dt,27.10.2014.
3. As per the test report of LT lab,Ongole recommended to ERO for revision of bill vide LR.NO.AAE/O/KCD/D.NO.325/14,Dt.28/10/2014.

Further The respondent-I i.e. the Assistant Accounts Officer /Parchoor in his written submission dt: 20.03.2015, received in this office on dt:01.04.2015 stated that:

1. The Consumer of Sc.No 3079 of Karamchedu made complaint during the consumer grievance cell held on 15.10.2014 against the billing problem.
2. The consumer paid the challenge fee on 25.09.2014. The meter is defective with error 64.67%. The test report received from AE/LTM/ONG/F.NO.TR/D.NO.1175/14,dated 27.10.2014 is here with submitted.
3. The recommendation for revision of C C Bill of Additional Assistant Engineer/Operation/Karamchedu received vide Lr No.AE/O/Karamchedu D.No.325/14,dated 28.10.2014.
4. The consumer has paid all the CC bills up to 08/14 without any complaint with Electicity Revenue Office,Parchur.
5. The Additional Assistant Engineer/Operation/Karamchedu recommended for an average consumption of 91 units per month from 7/13 to 9/14 for revision as recommended by the Asst.Divisional Engineer and Divisional Engineer. The copy of letter is here with submitted.
6. Accordingly the bill has been revised, and the withdrawn the amount of Rs,14133/- is adjusted in his CC bills vide R j No.16/03-2015 on 20.03.2015.

Findings of the Forum:

1. Sri V.Venkateswarlu of Karamchedu village has lodged a complaint before the Forum during the vidyuth adalath conducted at Chirala on 15.10.2014 stating that there is billing problem.
2. The Respondents after receipt of notices from the Forum made submission where in they have stated that defective meter has been replaced with a healthy one and the defective meter was got tested inMRB laboratory the test results revealed there is error in the meter.
3. Based on the Recommendations of Respondents 2,3 & 4 the Respondent No 1 has withdrawn an amount of Rs 14133/- vide RJ No 16/3.2015, thus the grievance of the complainant has been resolved.

ORDER

Since the Grievance of the complainant as to the meter defect has been redressed by the Respondents, the case is disposed 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 28th 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.

