

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

On this the 30th day of April 2015

In C.G.No:107/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri I.Venkatewarlu
D.No:10-569A
Ramalakshamma Street
Markapur – Post Office
Markapur
Prakasam - Dist
523316

Complainant

AND

1.Assistant Accounts Officer/Markapur
2.Assistant Engineer/ Markapur Town
3.Assistant Divisional Engineer/Markapur

Respondents

Sri I.Venkatewarlu is resident of D.No :10-569A, Ramalakshamma Street ,Markapur – Post Office, Markapur Mandal , Prakasm – Dist, herein called the complainant, In his complaint dt:18-08-2014 filed in the Forum on dt: 18-08-2014 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:10-569A, Ramalakshamma Street ,Markapur – Post Office, Markapur Mandal, Prakasam – Dist.

CG.NO:107/2014-15/ONGOLE CIRCLE

2. He is a domestic consumer with the Sc.No:4221008142 and he has received bills July to August 2013 for Rs 254/- and from August to September 2013 for Rs 1706/-.
3. So kindly revise the bills and do Justice.

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

The respondent- II & III i.e. the Additional Assistant Engineer, Assistant Divisional Engineer,/ Operation /Markapur in their combined written submission dt:31.03.2015, received in this office on dt:08.04.2015 stated that:

1. The CC bill of Sc.No:8142 of Markapur Town was revised on 26.09.2014 and the consumer was above paid the revised CC bill.

Findings of the Forum:

1. Sri I.Venkateswarlu of Markapur in his petition to the Forum stated that despite his requisition to the AE to do justice by revising the bill for August 2013 issued for Rs 1709/- , the problem is still unresolved and requested the Forum to resolve the problem.
2. The Respondents in their submission have stated that the disputed bill has been revised on 26.09.2014 and the consumer has also cleared the balance dues.
3. In accordance with Guaranteed Standards of performance as contemplated in Sl.No.XI (ii) of schedule II of Regulation No. 9/2013, the complaints on consumers bills shall be resolved within the time standard of 7 working days on receipt of complaint.
4. As ascertained from the Respondent No.2 , the MRT test results of the Meter of the complainant was received on 19.09.2014 only and he has forwarded to the Respondent No 1 duly countersigned by Respondent No.3 on 21.09.2014.Hence

immediately after receipt of the recommendations the Respondent No 1 has redressed the grievance by revising the bill on 26.09.2014 i.e within 5 days from the receipt of additional information.

ORDER

Since the grievance of the Complainant for revision of bill has been redressed by the Respondents within the time limit in accordance with the Guaranteed Standards of performance, the case is 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 30th 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.