

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: 181/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri P. Mallikarjuna Rao
C/o Amar Diagnostics
D.No:13-14-2 Beside
GopalaKrishnaTheatre
Chirala – Post office
Chrala Town
Prakasam - Dist

Complainant

AND

1.Assistant Accounts Officer /ERO/Chirala
2.Assistant Engineer/D I/Chirala
3.Assistant Divisional Engineer/ Chirala
4.Assistant Divisional Engineer/LT Meters/Ongole
5.Divisional Engineer/Chirala

Respondents

Sri P. Mallikarjuna Rao. C/o Amar Diagnostics D.No:13-14-2 beside Gopalakrishna Theatre Chirala - Post Office ,Chirala Prakasam – Dist herein called the complainant, in his complaint dt:24-10-2014 filed in the Forum on dt: 24-10-2014 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 D.No : 13-14-2 Chirala –Post Office ,Chirala ,Prakasam – Dist .

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2. He started newly Amar Diagnostics near Gopalakrishna Theatre at Clock Tower Chirala Dt :31.08.2013 with Sc.No : 411142028871 with 3 Phase meter and in November he got Rs 16983/- bill for 1821 units .
3. And in December he got Rs107340 /- bill for 11581 units and after that he requested the Assistant Engineer for revision of bill but he sent for testing of meter to Ongole by paying Rs 300/-.
4. He wrote a letters to D.E, A.D.E and CGRF but no reply was received.But A.D.E has inspected the load capacity of meter.
5. On 23.05.2014 the A.D.E asked him to pay an amount of Rs 40000/- and he paid an amount of Rs 40000/- and the bill is also added.and in July bill was Rs124575/- The A.D.E asked him to pay Rs 35000/- .
6. He asked the ADE why he has to pay the amount since there is no reply . So kindly revise the bills and do Justice.

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

The respondent-IV i.e. the Assistant Divisional Engineer/C.T.Meters Sub division/Ongole in his written submission dt:28.10.2014, received in this office on dt:29.11.2014 stated that:

1. On 06.03.2014, the consumer of Sc.No. 28871, D1 Chirala distribution, D1 Chirala section attended LT meters Lab Ongole for challenge meter testing vide PR.No. 182268 dated:03.03.2014.
2. The 3 Phase meter pertaining to the Sc.No:28871 was tested in the LT Meters Lab,Ongole on 06.03.2014 in the presence of the consumer and found that the meter was Healthy and the same has been informed to the consumer and acknowledgement was also taken from the consumer on the test report.

3. The above test report was sent to the ADE/O/Chirala vide Letter dated 07.03.2014 by AE/LT Meters/Ongole on 06.03.2014.

The respondent-I i.e. the Assistant Accounts Officer /ERO/Chirala in his written submission dt:30.10.2014, received in this office on dt:17.11.2014 stated that:

1. The H.Sc no 28871 of B Zone bill was revised vide Lr No.ADE/O/CHIRALA/D.NO.334/14, and counter signed by DEE/O/CHIRALA.The Excess Demand was withdrawn for an amount of Rs 84367/- vide RJ No .57-10/2014.

The respondent-III i.e. the Assistant Divisional Engineer/Operation/Chirala in his written submission dt:03.11.2014, received in this office on dt:17.11.2014 stated that:

1. On 10.03.2014, the consumer of SC 4411142028871 has given a representation stating that he has received high amount of CC bill in the month of 12/2013 and the meter was sent for testing of LT & MRT Lab and the test results of the meter is found OK.
2. As per the instructions of higher authorities, inspected the premises on 14.03.2014 and noted down the connected load particulars.
3. Based on the load particulars the revision of CC bill proposals submitted to the Assistant Accounts officer /ERO/Chirala duly.
4. The Divisional Electrical Engineer /Operation/Chirala has instructed after observing the new meter consumption for six months and based on that consumption the bill may be revised.
5. After observing the meter consumption for six months the revision of bill was done by taking 960 units/month and the consumer has paid the balance amount

of Rs 24110/- vide PR No 74195 dated.25.10.2014. The consumer representation also enclosed.

6. Further it is to submit what the consumer has said in the complaint regarding no one has responded to his representation is false.
7. As the consumer has not paying CC regular bills from 01/2014 they informed the consumer to pay regular bills so as to revise the bill.

Findings of the Forum:

1. Sri P.Mallikarjuna C/o Amar Diagnostics Chirala in his written representation to the CGRF has stated that he is having one no non domestic service of 3 Phase bearing Sc.No 4411142028371.He has received huge bill during 12/2013 for Rs 1.06.357/- on his complaint to the AE about the huge bill, he was asked to pay the challenge fees for testing the meter .He has paid the challenge fees and after testing the meter it was informed to him that the condition of the meter was OK.Aggrieved by this he made representations to AE,ADE,DE and CGRF, but yielded no fruitful results.He finally requested to do Justice and revise the bill.
2. The Respondents in their submissions stated that the bill has been revised based on the instructions of the DE/O/Chirala taking into account the consumption recorded during last six months after fixing of the new meter and withdrawn an amount of Rs 84367/- vide RJ No 57/10.2014. The complainant has cleared the balance Rs 24110/- on 25.10.2014.
3. The complainant in his letter dated 29.10.2014 has expressed his gratitude for redressal of his grievance.
4. The Complainants , statement as to non redressal of grievance when he has marked copy to CGRF is not correct.The Forum will register the complaints

received when they are addressed to the CGRF only. Cases cannot be registered on the copies marked to the Forum. The Complainant is advised to be more careful while making statements without knowing the rule position.

ORDER

Since the grievance of the complainant for revision of bill has been redressed by the Respondents 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 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.