

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

On this the 31st day of March 2015

In C.G.No:170/ 2014-15/Ongole Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Veeramreddy Krishna Reddy
Gopaanipalli Village
Gopaanipalli
Komarolu Mandalam
Prakasam - Dist

Complainant

AND

1.Junior Accounts Officer/Sub ERO/Giddaluru
2.Assistant Engineer/Komarolu
3.Assistant Divisional Engineer/Giddaluru

Respondents

Sri Veeramreddy Krishna Reddy resident of Gopaanipalli Village ,Komarolu Mandal
Prakasam - Dist. herein called the complainant, In his complaint dt:10-10-2014 filed in the
Forum on dt: 10-10-2014 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 at of Gopaanipalli Village ,Komarolu Mandal
Prakasam - Dist. -Dist
2. He is a Domestic Consumer with Service No :1349 at Gopaanipalli
Village ,Komarolu Mandal Prakasam - Dist. -Dist

CG.No:170/2014-15/Ongole Circle

3. . He Lodged complaint regarding excess bill of Rs 24,514/- received in the month of May 2013 eventhough he has been paid CC charges promptly in every month.

4. He came to the forum for the Justice

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

The respondent-I and II and III i.e. the Junior Accounts Officer , Assistant Engineer,and Additional Divisional Engineer in their combined written submission dt: 24-10-2014, received in this office on dt:28.10.2014 stated that:

1. The ADE/O/Giddalur letter received to Sub –ERO Office for revision of bill with average for the period from 04-2011 to 07-2013 due to accumulated consumption.The ADE/O/Giddalur recommended for revision of bill based on AE/O/Komarolu(incharge).
2. This service is released on 28.03.2011 and consumer has not been paying CC charges promptly in every month. From the date of issue of first bill the consumer has not paid eleven months bills up to 10/2014.
3. In the month of 05/2013 demand issued for Rs.24514/- (including arrear of Rs.4842/-) due to accumulated consumption for the month of 05/2013 and 1 more month also accumulated consumption arrived in the month of 06/2013.
4. The bill was revised from 04/2011 to 07/2013 with final reading 5721 averaged and amount was withdrawn an amount of Rs 18786/- (13645+5141).The consumer has to pay an amount of Rs.11804/- after withdrawn amount up to the month of 10/2014.
5. The consumer also utilizing load 1.5kw approximately.Meter testing not possible due to terminal black failure .

Findings of the Forum:

1. As could be seen from the account copy , it is evident that the consumption on an average is below 60 units per month barring the disputed bills issued during 5/2013 & 6/2013.
2. The consumer has cleared all the bills upto 4/2013.
3. The consumption pattern after replacement of defective meter is very consistant and below the average of 60 to 70 units per month.
4. The Respondents in their submission has stated that the removed meter cannot be checked since the terminal blocks of the meter are in burnt condition.
5. The consumer is paying the bills regularly barring the disputed bills of 5/2013 ,6/2013 and 7/2013.

Rule Position:

The number of units to be billed during the period in which the meter ceased to function or because defective shall be determined interms of clauses 7.5.1.41 to 75.1.4.4 of GTCS.

ORDER

Since the meter which was removed and cannot be checked as the terminal blocks are in burnt condition and the consumption recorded in the removed meter during 5/2013, 6/2013 and 7/2013 are not in line with either the average consumption or the connected load of the service, the Forum passed the following order:-

1. The Respondents are directed to revise the bills issued during 5/2013,6/2013 and 7/2013 in accordance with clauses 7.5.1.4.1 of GTCS.

2. The belated payment surcharge levied on the disputed bills be withdrawn in totality.
3. The compliance of implementation of these orders be submitted to the Forum within 10 days from the date of this orders.

Accordingly the case is allowed and disposed off.

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 31st day of March, 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.