

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

**On this the 26<sup>th</sup> day of June 2014**

**In C.G.No:31/ 2014-15/Ongole Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T. Rajeswara Rao*  
*Sri A. Satish Kumar*

*Chairperson*  
*Member (Accounts)*  
*Member (Legal)*  
*Member (Consumer Affairs)*

*Between*

Sri. Skeik Peerla Gouse Mohiddin  
Sankhavaram Village & Post,  
Kanigiri mandal,  
Prakasam-Dist.

Complainant

*And*

1. Assistant Accounts Officer/ERO/Kanigiri  
2. Assistant Engineer/Operation/Kanigiri  
3. Assistant Divisional Engineer/Operation/Town/Kanigiri  
5. Senior Accounts Officer/Operation/Ongole

Respondents

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Sri. Skeik Peerla Gouse Mohiddin, resident of Sankhavaram Village & Post, Kanigiri mandal, Prakasam-Dist. herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 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 domestic consumer with ScNo:96 at Sankhavaram village of Kanigiri Mandal in Prakasam-Dist.
2. He is paying the CC.Charges intime, but in the recent he received bill on high side reason not explained and he is not in a position to pay huge bills in view of his financial position and hence requested to revise the bills and enable him to pay the charges.

3. Requested the Forum to examine the bills and issue proper bills.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Kanigiri in his written submission dt:31-05-2014, received in this office on 03-06-2014 stated that:**

1. The bill was revised vide RJno.22/05-2014 an amount of Rs.120/-. The copy of the revision of bill is herewith submitted for kind perusal.
2. In view of the above, the consumer complaint may please be disposed off in favour of department.

**Findings of the Forum:**

1. The complainant is a domestic consumer and he received bills on high side as per his contention and requested to revise the bills for enabling him to pay the charges to the tune of his financial position.
2. The respondent-1 i.e. the AAO/ERO/Kanigiri in his reply stated that he had revised the bills through RJ and an amount of Rs.120/- was withdrawn from the consumer's account and requested the Forum to dispose the case in favour of the department.
3. As could be seen from the account copy of the service, the service was released in the year 1985 for a load of 260 watts under domestic category and the closing balance against the service as on the date of complaint is Rs.421 /- negative.
4. The consumption pattern of the service reveals that the consumption is very less when compared to previous months in fact. It is not understood how the consumer felt that the bills are on high side.
5. However since the respondents duly satisfying themselves have revised the bills apportioning the consumption and withdrawn an amount of

Rs.120/- from the consumer's account and the closing balance to the end of 05/2014 is Rs.123.42 paisa negative. Thus the grievance is resolved.

In view of the above, the Forum passed the following order.

**ORDER**

No separate order needs to be issued.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> 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 26<sup>th</sup> day of June 2014.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.