

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

On this the 26th day of June 2014

In C.G.No:35/ 2014-15/Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Sateesh Kumar

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

Between

Sri. Shaik Rasheed
C/o Shaik Khuddoos
DNo.2/128, Paata Vooru,
Kanigiri Post & Mandal,
Prakasam-Dist-523230.

Complainant

And

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

Respondents

Sri. Shaik Rasheed, C/o Shaik Khuddoos resident of DNo.2/128, Paata Vooru, Kanigiri Post & Mandal, Prakasam-Dist-523230. 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 resident and consumer of Kanigiri village and mandal with SCNos 1172 and 6578 for his house purpose.
2. For the services above he is paying the CC.Charges in time, but he received bills for about Rs.1,000/- in one month and Rs.3,000/- in another month.

3. In the month of 04/2014 bills were not at all issued but he paid the minimum amounts under the fear that the department will disconnect his services for the month of 05/2014 received bills for Rs.935/- in respect of SCNo:1172 and Rs.1981/- in respect of ScNo:6578.
4. The huge bills above are as a result of readings taken for two months at a time and it had become a burden on him.
5. Requested the Forum to replace the meters for the above two services and to take meter readings every month and issue bills accordingly.

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 AE/Opn/Town/Kanigiri verified the premises of consumer namely Sri. Shaik Rasheed with service connection numbers 1172 and 6578 and submitted the report on LrNo:29-05-2014, where in no revision of the bills recommended as the bills are being prepared of actual consumption and also stated that additional load cases booked against the said services in pursue of the instructions of the Chairperson, CGRF. The copies of the notices for development charges are herewith submitted for reference.
2. In view of the above, it is requested to dispose of the case in favour of department please.

Findings of the Forum:

1. The grievance of the complainant is that the meter readers are not regularly taking the readings every month due to which he received bills on high side for his two numbers domestic services and requested for replacement of the meters and also take the readings of the meters every month without fail, so as to relieve burden on his financial condition.
2. The respondent-1 i.e. the AAO/ERO/Kanigiri in his reply to the above stated that the AE/Opn/Town/kanigiri reported that he had verified the premises of the complainant with service connection numbers 1172 and 6578 and given his report

on 29-05-2014 duly taken the check readings for the above two services. The working condition of the meters installed for the above two services was found good and hence there is no need of replacement as requested by the consumer. The huge bills in 04/2014 and 05/2014 as felt by the complainant is also not a fact, but the bills were issued to the actuals only and hence there is no need of revision of bills.

3. More to this during his inspection he had noticed additional load in the said premises and notices were issued to the consumer for exceeding the contracted loads for a total amount of Rs.2925/- in respect of SCNo:6578 and Rs.1525/- in respect of SCNo:1172.
4. As could be seen from the account copy of both the services, the consumption pattern is not uniform and there is much variance which indicates that the meter reader is not taking the readings properly resulted in bills on high side.
5. The complainant duly satisfied with the services of the respondents had paid the CC.bills.
6. It is felt by the Forum that the consumption is quite reasonable in both the cases in view of the connected loads as reported by the AE concerned and hence opined that there is no need of revision of bills.
7. The Forum accepted the contention of the respondent that there is no need to replace the meters for both the services in view of their performance reported normal. As such the request of the complainant for change of meters as well as revision of bills is set aside, but however considered his request for reading the meter every month on a fixed date to some extent since there is a provision for the readers to read the meter 2 days in advance or belated in unforeseen circumstances in accordance with the item 4.1.2 of regulation 5 of 2004 of the honourable APERC.

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

ORDER

The respondents are directed that they shall see that the meters are read every month on a fixed date without fail and may allow 2 days in cases of prevailing unforeseen circumstances in accordance with the item 4.1.2 of regulation 5 of 2004 of the honourable APERC and avoid such complaints in future.

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 26th 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.