

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:43/ 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 G.Manohar Reddy
Kanigiri Village, Post & mandal,
Prakasam-Dist.

Complainant

And

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

Respondents

Sri G.Manohar Reddy resident of Kanigiri Village, Post & 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 resident of Kanigiri Town, he had applied for new service connection about 6 months back the service was released and the number also was allotted as 13657, but he did not received any bill in respect of the service so far.
2. He had approached the officers several times, but there is no positive result.
3. He is prepared to pay the bills as soon as the bills are issued.
4. Requested for issuance of 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 new service connection with No.13657 of Kanigiri town is released in the consumer master. The copy of the services released return upto 26-05-2014 is herewith submitted for your kind perusal. Necessary steps will be taken to issue CC.bills from here in after to the consumer.
2. In view of the above, the consumer complaint may please be disposed off in favour of department.

Findings of the Forum:

1. The grievance of the complainant is that the department did not issue any bill to his service obtained about 6 months back even inspite of repeated visits to the officers concerned and requested the Forum to order the respondents for issuance of bill as he is prepared to pay the bills.
2. The respondent-1 i.e. the AAO/ERO/Kanigiri in his reply stated that the new service connection of the complainant was released with SCNo.13657 of Kanigiri Town and was incorporated in the service release return dt:26-05-2014 duly enclosing a copy of the same and also affirmed that the CC.bills will be issued here afterwards.
3. As could be seen from the release return the service release date was shown as 26-03-2014 while the payments are made on 3rd December 2013. The service was released for a load of 2KW.
4. As such the contention of the complainant that the service was released long back about 6 months above appears to be a fact, but the respondents did not mention any reason for not including the said service in the release return and non issuance of bills till the complainant approached the Forum.

5. In accordance with the revised Guaranteed Standards of Performance new service in LT-category-I without network expansion shall be released within 7 days from the date of payment of the necessary charges failing which the applicant is to be compensated @ Rs.100/- for each day of delay beyond the said 7 days.
6. Herein this case the payments were made on 03-12-2013 were as the service was released on 26-03-2014 as against the scheduled date of 30-12-2013. As such the net delay is 117 days and the amount of compensation payable to the consumer is Rs.11700/-.
7. It is also not understood why the release return was delayed till 26-05-2014 while the service was released on 26-03-2014 there is a delay of two months in this case. The first bill should have been issued in the month of April itself, but the bill was not issued till 23-05-2014 the date on which the matter was brought to the notice of the Forum and also to the respondents during adalath.
8. As could be seen from the bill dated:06-06-2014 the closing reading as well as the opening reading were shown as '0' and the bill units as 45 and the bill amount Rs.228/-.
9. The status of the service was shown as 02 corresponds to meter stuck-up.
10. As such the respondents shall first replace the meter with a healthy one immediately for a service with such a bulk load of 2KW will consume more when compared to that already billed.
11. In accordance with the revised Guaranteed Standards of Performance the defective meter in town areas shall be replaced within a period of 22 days from the date of its notice failing which the respondents shall compensate the complainant @ Rs.100/- for each day of delay beyond the said 22 days.

12. In this case as on 06-06-2014 the billing date, the meter status was shown as '02' and hence the meter shall be replaced within 22 days from that date implies that it shall be done by 28-06-2014.
13. The respondents shall have to compensate the complainant @ Rs.100/- for each day of delay beyond 28-06-2014 till the date of replacement.

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

ORDER

The respondents are directed that they shall

1. Replace the meter of the service immediately on receipt of this order.
2. Remit the amount of compensation Rs.11700/- to the complainant's service within 90 days from the date of this order.
3. Remit an amount equivalent to the multiplication of Rs.100/- with the number of days counted from 29-06-2014 till the date of meter replacement to the complainant's service within 90 days from the date of this order.
4. Report compliance on the items 1, 2 and 3 above within 7 days from the date of completion of each of the events of the above three.

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.