

**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:46/ 2014-15/Ongole Circle**

***Present***

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

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

***Between***

SriV.Sree lakshmi  
C/o Rangaiah  
DNo.8-13-704., Sirigiri Hill,  
Near JMBC P.Mandir,  
Ongole-Post,  
Ongole  
Prakasam-Dist-523002

Complainant

***And***

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

Respondents

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SriV.Sree lakshmi, C/o Rangaiah resident of DNo.8-13-704., Sirigiri Hill, Near JMBC P.Mandir, Ongole-Post, Prakasam-Dist-523002 . herein called the complainant, in her complaint dt:31-05-2014 filed in the Forum on dt:31-05-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. She is a domestic consumer with SCNo.139, Ongole Town having the said connection to her flat No.15 of Rajiv Gruhakalpa Colony at Ongole and paying CC.Charges @ Rs.75/- each month.
2. She is not residing in the said flat and kept under lock and key duly switching off the mains.
3. But she received bills on high side ranging from Rs.412/- to Rs.1,950/- from January 2014 to April 2014 again on 21-05-2014 she received bill for an amount of Rs.2,454/- while the reading was stalled at 1588.
4. She is a small employee and she is not in a position to pay such a huge bills even without utilizing the power.
5. Requested the Forum to render justice by rectifying the bills.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Rurals/Ongole in his written submission dt:11-06-2014, received in this office on 13-06-2014 stated that:**

1. The bill amount for the month of 05/2014 and 06/2014 pertaining to SC No.4345129000139, category-I, KP Indira Colony distribution Ongole rurals section is revised as per recommendations of section officer, operation, rural, ongole and with counter signature of ADE, Rurals-2, Ongole and hereby informed that an amount of Rs.2308/- is withdrawn and adjusted in CC.bill.
2. The meter reader was not taken reading properly due to door lock to his house and also compound gate.

**Findings of the Forum:**

1. The grievance of the complainant is that she received bills on high side for her domestic service though kept under lock and key duly

switching off the mains from January 2014 till April 2014 and requested the interference of the Forum for rendering justice duly ordering the respondents to rectify the bills.

2. The respondent-1 i.e. the AAO/ERO/Ongole in his reply to the above stated that the bill amounts for the months of 05/2014 and 06/2014 in respect of the said service 139 of the complainant are revised as per the recommendations of the section officer and the ADE concerned and an amount of Rs.2,308/- is withdrawn and adjusted in CC.bill. The reason explained by the respondent is that the meter reader had not taken the readings properly due to door lock of the house and also the compound gate.
3. As could be seen from the account copy of the service the consumer is not a regular payee of CC.Charges and used to pay normally once in 3 or 4 months. No where in the history of the service there was such a huge bill of Rs.2,454/- as alleged by the complainant and the highest amount only Rs.1,963/- that was in the month of 05/2014 also the meter reading was constant at 1588 since 05/2013 till 06/2014 and the status shown was 05, 09 and finally 02 in the month of 05/2014 indicating that the meter is stuck-up, but the consumption was shown as 625 units reasons not explained.
4. In accordance with the clause 7.4 of the General Terms and Conditions of Supply, any service kept under door lock for three consecutive months can be disconnected duly serving a notice of 24hrs to the consumer to make the meter accessible for reading and if the consumer still failed to comply with. Here the respondents did not

implement the said clause and allowed the service under door lock for a long period.

5. On the other hand as stated by the respondent-2 i.e. the AE/Opn/Rural/Ongole the meter was replaced on 06-05-2014 with final reading 159 while the new meter initial reading was '01'.
6. From the above it is understood that the meter reader mistook the reading of 158.8 as 1588 and raised the demand ignoring the decimal in the display.
7. The respondents mentioned that an amount of Rs.2,308/- was withdrawn from the consumer's account without explaining the method and the necessity to withdraw the said amount excepting that the reader could not take the readings properly due to keeping the house as well as the compound gate locked.
8. However since the grievance of the complainant was resolved by the respondents and withdrawn the excess demand of Rs.2,308/- from the consumer's account the Forum is of the opinion that the issue is settled.
9. The complaint was made on 31-05-2014 and was resolved by 11-06-2014 i.e. within a period of 10 days from the date of the complaint.
10. In accordance with the revised Guaranteed Standards of Performance, billing complaints shall be resolved within 7 working days where there is requirement of additional information. The respondents shall have to compensate the complainant @ Rs.50/- for each day of default beyond the said 7 working days.

11. Here there is a delay of 2 days for which the complainant is to be compensated by the respondents by remitting an amount of Rs.100/- towards compensation to the complainant's service.

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

**ORDER**

The respondents are directed that

1. They shall remit the amount of compensation Rs.100/- to the complainant's service within 90 days from the date of this order.
2. They shall report compliance on the item-1 of the order above within further 7 days.

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.