

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: 137/ 2014-15/Tirupati Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Smt N.Nagarani
S/o N.Kondala Rayudu
D.No:1-48-12A S.V.P Colony
Tiruchanoor Village
Tiruchanoor – Post Office
Tirupati Rurals
Chittoor – Dist

Complainant

AND

1.Assistant Accounts Officer /ERO 1 /Tirupati
2.Assistant Engineer/ Operation/Tiruchanoor
3.Assistant Divisional Engineer/Sub Division -3/Tirupati
4.Divisional Engineer/Tirupati

Respondents

Smt N.Nagarani W/o N.Kondala Rayudu is a resident of S.V.P. Colony ,Tiruchanoor Village , Tiruchanoor – Post Office , Tirupati rurals ,Chittoor - Dist herein called the complainant, In her complaint dt:05-09-2014 filed in the Forum on dt: 05-09-2014 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 resident of S.V.P colony, Tiruchanoor village,Tirupati Rurals,Chittoor-Dist with Sc.No:5522300004874.

2. She has received excess bill in July 2014 with the units of 1496 and August 2014 with 957 units.
3. There is a defect in Meter and in August also she got more bill with the units of 957. She thinks that getting more bills due to defective meter.
4. She requested to rectify the problem and she also need for III phase meter.

The respondent-II i.e. the Assistant Engineer /Operation /Tiruchanoor in his written submission dt:08.10.2014, received in this office on dt:10.10.2014 stated that:

1. He received the complaint in respect of Sc.No 5522300004874 in the name of Smt .N.Nagarani under cat-I with CL of 4 KW in operation section ,Tiruchanoor.
2. In the complaint it was informed that in the month of 07/2014 units billed are 1496 and in 08/2014 the units billed are 957 as average against the Sc.No.4874 and another request is for 3 phase meter.
3. In reponse to the letter videref(2) the Assistant Accounts Officer has revised the amounts.
4. Further the consumer has paid the additional load of 2KW to the existing load 4KW and the 3 phase meter is installed on 08.10.2014 and removed Single phase meter.

Findings of the Forum:

1. Smt N.Nagarani of Tiruchanoor village having domestic service no of 4874 has lodged a complaint before Forum that due to defect in the meter excess bills are

being issued by the Respondents and requested to revise the bill and also requested to issue 3 Q meter.

2. Based on the recommendation of Respondent No 2, the Respondent No1 has revised the bill due to defect in the meter.
3. Further since the complainant has paid for additional load of 2 KW to the existing load of 4KW, the 3 Q meter was also installed by the Respondent No 2 on 08.10.2014.

ORDER

Since the Respondents have swiftly attended to the complainants, Grievance of revision of bill and conversion of S Q into 3Q are done with , the case is allowed and disposed off accordingly

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.

