

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, 2015

In C.G.No: 216/ 2014-15/Vijayawada Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri Deveraapalli Kishore Kumar
S/o Koteswara Rao
D.No: 52-1-22c
Kalapalavari Street
Gunadala – Post Office
Vijayawada
Krishna - Dist

Complainant

AND

1.Assistant Accounts Officer/ERO/Gunadala
2.Assistant Engineer/Town/Gunadala
3.Assistant Divisional Engineer/Operation/ Gunadala

Respondents

Sri Deverapalli Kishore Kumar S/o Koteswara Rao D.No :52-1-22c ,Kalapalavari Street ,Gunadala – Post office ,Vijayawada , Krishna - Dist herein called the complainant, In his complaint dt:25-02-2015 filed in the Forum on dt: 25-02-2015 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 of D.No: 52-1-22c Kalapalavari Street ,Gunadala Post Office ,Vijayawada ,Krishna – Dist with Sc.No:6511318017913.

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2. He stated that billing was done on high side during 12/14 for 830 units amounting to Rs.5917/- and challenging fees of Rs 100/- was paid for Meter testing.
3. He Lodged a Complaint for bill revision .

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

The respondent- i.e. the Assistant Accounts Officer in his written submission dt:02-03-2015, received in this office on dt:04-03-2015 stated that:

1. He submit that the MRT Test Report has been received vide Lr.No:AE/LT Meters/GDL/F.No/D.No:3256/2014 Dt 19.12.2014 declaring that the meter is HEALTHY .
2. He submit that bill revision proposal has been received from AE/O/GDL vide Lr.No:AE/O/Gunadala/F.No/D.no:554/14 Dt 02-03-2015 duly apportionating the accumulated consumption of 830 units from 01/14 to 12/14 accordingly bill revision was made duly apportionating the accumulated consumption and an amount of Rs.241/- was credited to the consumer account vide RJ No 19/02-15 as per the field officers proposal.

The respondent-2 &3 i.e. the Assistant Engineer/Operation/Gunadala and Assistant Divisional Engineer/Operation/Gunadala in their written submission dt: 26-05-2015, received in this office on dt:27.05.2015 which are similar stated that:

1. The consumer meter sent to MRT for testing and declared on 19.12.2014 that the meter was healthy.
2. The consumer approached the Hon'ble Forum for the redressal of consumer grievances on 25.02.2015 at Vijayawada.
3. On 02.03.2015 , the Assistant Engineer/Operation/Gunadala recommended to revise the bill for the month of 11-2014 , where the units recorded were abnormal i.e 830 units as against 244 units average.As the meter was healthy as per the test report of MRI , it was proposed to proportionate the units prior to 11/2014 up to 1/2014 and

sent to ERO, for the revision of CC bill on 02.03.2015. The bill was revised by AAO/ERO/Gunadala and submitted to the Hon'ble Forum in the lr.dt:02.03.2015.

Findings of the Forum

1. During the Vidyuth Adalath conducted at Gunadala ,Sri D.Kishore Kumar of Gundala has lodged a complaint before the Forum and stated that he has received a huge bill for 830 units during 12/14 and requested to revise.
2. The Respondents have revised the bill from 1/14 to 12/14 duly apportioning the total consumption and withdrawn an amount of Rs 241/- vide RJ No;19/02.2015.
3. As per the test report of MRT Lab, the meter was found healthy.

ORDER

The Complainant is advised to pay the balance amount after revision of bill since there is no fault in the meter and accumulated consumption if any during 1/2014 to 12/2014 has been apportioned by the Respondents at his request .

The Respondents are directed to conduct regular surprise checks on meter readings and issue of spot bills so as to ensure the proper billing.

Accordingly the case is disposed off.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4th Floor, Ashoka Chambers, Opposite to MLA Quarters ,Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 26th day of June 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.

