

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

On this the 24th day of July 2015

In C.G.No:108 / 2015-16/Anantapur Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri D.Chennappa
C/o Nagendrappa
D.No:16-3-319/3
Buden Saheb Thota
Rayadurg - Post Office
Rayadurg
Anantapuramu-Dist
515865

Complainant

AND

1.Assistant Accounts Officer/Rayadurg
2.Assistant Engineer/Rayadurg
3.Assistant Divisional Engineer/Rayadurg
4.Divisional Engineer/Kalyandurg

Respondents

Sri D.Chennappa C/o Nagendrappa is a resident of D.No:16-3-319/3,Buden Saheb Thota,Rayadurg-Post Office,Rayadurg, Anantapuramu-Dist,herein called the complainant, In his complaint dt:15.05.2015 filed in the Forum on dt: 15.05.2015 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:16-3-319/3,Buden Saheb Thota,Rayadurg-Post Office,Rayadurg, Anantapuramu-Dist.

C.G.No:108/2015-16/Anantapur Circle

2. He has service no:11178 to his house and he is receiving the bills monthly averagely Rs.130/- but now the bill is received for Rs 5680/-.
3. When he was contacted the Assistant Engineer he said that by mistake the billing amount of another service is included in his bills .The bill was not revised upto date .
4. Hence he requested the Forum for revision of bills.

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

The respondent-2 i.e. the Assistant Engineer / Operation /Rayadurg in his written submission dt:10.06.2015, received in this office on dt:22.06.2015 stated that:

1. The service no:Hsc No-11178,case booked under malpractice ,but erroneously requested in MATS Twin. for each service for which details are follow.

Sl.NO	H.S.C.No's	MATES CASE NO'S	AMOUNT ASSESSMENT	REMARKS
1	11178	ATP/KDG/RYPD/1480/12	4601.00	To be withdrawn

As detailed above the amounts so raised vide Sc.No-1 and may be withdrawn.since the erroneously entry made in MATS twin and got deleted in MATS by MATS team Hyderabad in the part itself.

2. The above that was submitted to AAO/ERO/Rayadurg for rectification. some after approval from Accounts officer the bill may be rectified. The copy of the letter submitted to AAO/ERO/Rayadurg .is here with submitted.

The respondent-I i.e. the Assistant Accounts Officer / ERO /Rayadurg in his written submission dt:01.07.2015, received in this office on dt:07.07.2015 stated that:

1. The complaint registered at CGRF vide Grievance No.108/2015,15.05.2015 by sri D.Chennappa USC No:7521423011178/cat-1/Rayadurg regarding inclusion of theft amount of Rs.4601 in the bill and appealed to settle the dispute.
2. In this connection, it is to submit that Rs 4601.00 has been withdrawn vide RJ No:24/6-15 as the malpractice case was booked against the service and the same was registered twice in MATS .for the both the cases, the Divisional Engineer/Assessments/Hyderabad has given Final Assessment orders. Since the date of inspection is same for both the cases, only one amount which is beneficial to the company was raised in the bills.
3. As per Lr.No dated 10.06.2015 , The Assistant Engineer/Operation/Rayadurg has recommended to withdraw the amount , which was raised in the bills and consider another amount and also stated that the case which was raised in the bills was got deleted by the IT wing of Hyderabad.
4. Hence, the difference amount of Rs .4601.00(Rs.4600.00(I Case)-Rs.0.00(IICase) is withdrawn in the above RJ.

Findings of the Forum:

1. Sri D.Chennappa of Buden Sahib Thota , Rayadurg has filed an application before the Forum on 15.05.2015 during the Vidyuth Adalath conducted at Rayadurg requesting to rectify the bill in which an amount of Rs 5680/- has been shown.
2. The Respondent in his submission dated 01.07.2015 received in this office on 07.07.2015 has furnished that the malpractice case booked against the service bearing number 11178 was registered twice in the MATS erroneously and hence

an amount of Rs 4601/- has been withdrawn vide RJ No:24/06.15. But the Respondent has not mentioned about the withdrawal of belated payment surcharge levied on this withdrawal amount. Since the principal amount has been withdrawn due to assessment was raised twice erroneously, the belated payment surcharge levied thereon shall also be withdrawn invariably to do proper justice to the affected complainant.

ORDER

The Respondents have withdrawn the erroneously assessed amount of Rs 4601/- from the bill of the complainant as the same was raised twice and thus the case is disposed off accordingly with a direction to the Respondents to withdraw the belated payment surcharge levied thereon on the withdrawn amount also.

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 24th day of July 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.