

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

On this the 25th day of August 2015

In C.G.No:96/ 2015-16/Kadapa Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri A.Lakshamaiah
C/o late A V Raman
D.No:2-107
New Madhavaram
New Madhavaram- Post Office
Vontimitta
Kadapa-Dist
516247

Complainant

AND

1.Junior Accounts Officer/SERO /Vontimitta
2.Assistant Engineer/Vontimitta
3.Assistant Divisional Engineer/Vontimitta
4.Divisional Engineer/Rajampeta

Respondents

Sri A.lakshamaiah C/o A V Raman is a resident D.No: 2-107, New Madhavaram, New Madhavaram - Post Office , Vontimitta , Kadapa – Dist ,here in called the complainant, In his complaint dt:07.05.2015 filed in the Forum on dt:07.05.2015 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 D.No:2-107, New Madhavaram - Post Office , Vontimitta , Kadapa – Dist .

2. He is consumer with service no.2345339001261 and in the month of March and April 2015 the bill received for 778 units with an amount of Rs 5512/-.
3. From the month of February and March 2015 wrong reading is noted in the Meter.
4. He is received bill on an average of Rs 600/- to Rs 1500/- per month.
5. So kindly revise the bill and do Justice.

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

The respondent-1 i.e. the Additional Assistant Engineer / O/APSPDCL/Vontimitta in his written submission dt:02.08.2015, received in this office on dt:14.08.2015 stated that:

1. The consumer of HSC .NO.2345339001261 of N.Madhavaram represented for abnormal CC .Bills. He has paid Rs 100/- Challenge fees vide PR .No.5602683 Dt 13.05.2015. The meter was replace and send to LT meter lab for testing . The meter was found defective as per the MRT Test results. The bill was revised and the consumer has paid Rs 5586/- Vide PR .No .1598680 Dt .23.05.2015 as per RJ .24/5-2015.

Findings of the Forum

1. During the Vidyuth Adalat conducted at Vontimitta on 07.05.2015, Sri A.Lakshmaiah of New Madhavaram has filed a petition before the Forum stating that the CC bills for his domestic service are being issued with higher amounts and meter is recording excess units every month and hence requested to rectify the bills.
2. The Respondent No .2 in his submission dated 02.08.2015 received in the Forum on 14.08.2015 has elucidated that the MRT Test results of the meter indicated error in the meter and hence bills have been revised and the complainant has paid the balance amount of Rs 5586/- on 23.05.2015 and thus resolved the grievance.

3. The complainant in his letter dated nil addressed to the Chairperson /CGRF/APSPDCL has informed that the bill for his service has been reduced and the defective meter has also been changed and also expressed his satisfaction over the services rendered to him.

ORDER

The grievance of the complainant has been resolved by the Respondents duly revising the bills and replacing the defective meter with healthy one and further since the Complainant has been fully satisfied with the services of the Respondents , the case is disposed off accordingly.

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 25th day of August 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.