

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

On this the 15th day of June , 2015

In C.G.No:116/ 2015-16/Nellore Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Smt A.Anuradha
C/o A.Bhaskar
D.No:5-1-1
Padamati Veedhi
Naidupet - Post Office
Naidupet
Nellore- Dist
524156

Complainant

And

1.Assistant Accounts Officer/Naidupet
2.Assistant Engineer/Naidupet Town
3.Assistant Divisional Engineer/Naidupet

Respondents

Smt A.Anuradha C/o A.Bhaskar is a resident D.No:5 – 1 - 1 , Padamati Veedi , Naidupet. – Post Office,Naidupet,Nellore – Dist, herein called the complainant, in her complaint dt:19.05.2015 filed in the Forum on dt:19..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. She is a resident of D.No;3 – 1 - 1 , Padamati Veedi , Naidupet. – Post Office,Naidupet,Nellore – Dist .

C.G.No:116/2015-16/Nellore Circle

2. She is domestic consumer with Sc.No:10817 ,since from three months he is receiving huge bills
3. So kindly revise the bills and do Justice.

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

The respondent-1 The Assistant Accounts Officer/ERO/APSPDCL/Naidupetin his written submission dt:28.05.2015, received in this office on dt:02.06.2015 stated that:

1. The Sc.No:10817 of Naidupet,Naidupet Town Section CC bills has been revised for the period from 12/2012 to 04/2015 by apportionating the total consumption due to accumulated consumption recorded by the meter reader during 01/2015 to 04/2015 now the bill is revised as per the revision of bill proposals received from the concerned AE/O/Naidupet vide Lr.No;392/15,Dt:02.02.2015 duly countersigned by ADE/O/Naidupet. After revision of CC bills, an amount of Rs.1888/- is withdrawn vide RJ No:06/05/2015, and the same was effected in this month (i.e)05/2015.The notice is issued to the consumer for payment of balance amount of Rs 457/- , vide this office Lr.No:AAO/ERO/N.Pet/JAO-II/SA-Slab Billing /D.No; 552/15, Dt:22/05/2015.

Findings of the Forum:

1. The complainant in her petition has stated that she has been receiving huge bills for her domestic service for months and requested to rectify the same.
2. The Respondents in their submission have stated that they have revised the bills from 12/2012 to 04/2015 duly apportioning the consumption and withdrawn an amount of Rs.1888/- vide RJ No.06/5-2015.
3. The Respondent No 1 in his teleconversation with the Member Accounts on 15-06-2015 at 4.15 PM has stated that the complainant after satisfying with the revision has paid Rs.457/- being the balance amount vide PR No.19861, dated 22-05-2015.

ORDER:

Since the grievance of the complainant has been redressed by the Respondents immediately within the stipulated time limit in accordance with Guaranteed Standards of performance as contemplated in Regulation No.9/2013, 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 15th 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.