

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

On this the 22nd day of June , 2015

In C.G.No:91/ 2015-16/Tirupati Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri M.Achari
C/o Mohan Achari
D.No:8-359
Kasim Mitta
Nagari - Post Office
Nagari
Chittoor - Dist
517590

Complainant

And

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

Respondents

Sri.M.Achari C/o Mohan Achari is a resident of D.no:8-359,Kasim Mitta, Nagari – Post Office ,Nagari ,Chittoor –Dist , herein called the complainant, in his complaint dt:06.05.2015 filed in the Forum on dt:06.05.2015 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:8-359,Kasim Mitta, Nagari – Post Office ,Nagari ,Chittoor –Dist .

C.G.No:91/2015-16 /Tirupati Circle

2. He requesting for revision of bill from 02/2015 to 03/2015 for the Service no:5312200000783 of Nagari –A.

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

The respondent-1 The Assistant Accounts Officer /ERO/APSPDCL/Nagari in his written submission dt:15.05.2015, received in this office on dt:18.05.2015 stated that:

1. The complainant Sri M.Achari has complained in his notice that requesting for revision of bill from 02/2015 to 03/2015 for the Service no:5312200000783 of Nagari –A.
2. In this connection , it is to submit that the AE/O/Nagari is recommended for revision of bill for the months 02/2015 to 05/2015 based on connected load computed consumption at 35 units per month .
3. In view of the above ,it is to submit that a RJ is proposed fro Rs.3516/-(Rupees three thousand five hundred and sixteen only) by withdrawing the demand vide RJ No.07/05-2015 .In turn the consumer's willingness letter is also submitted to AAE/O/nagari and the same is here with submitted along with other documents for favour of perusal please.

The respondent-3 The Assistant Divisional Engineer /Operation/APSPDCL/Nagari in his written submission dt:22.05.2015, received in this office on dt:25.05.2015 stated that:

1. An amount of Rs.3516 /- withdrawn through RJ vide No.7/2015-16 by AAO/ERO/NGR.

Findings of the Forum:

1. Sri M.Achari of Kasim mitta ,Nagari has filed a petition before the Forum on 06.05.2015 during the Vidyuth Adalath conducted there by the Forum stating

that he has received huge bills from 2/15 to 3/15 and requested to revise the bills.

2. The Respondents in their submission have stated that the bills have been revised from 2/15 to 5/15 duly taking the computed consumption of 35 units per month and withdrawn an amount of Rs 3516/- vide RJ No.07/5-15.
3. The complainant in his letter dated 14.05.2015 has expressed his happiness for revising the bill and replacing the defect meter.
4. In accordance with Sl.No.VII meter complaints of Guaranteed Standards of performance as contemplated in Regulation of 09/2013 issued by the APERC, the time standard fixed for inspection and replacement of slow/test/creeping, stucky up meters is 7 days in towns and replacement within 15 days thereafter. But in the present case , the Respondents have completed the work within 7 days only.

ORDER

Since the grievance of the complainant to revise the bill and replace the defective meter has been redressed by the Respondents immediately within the stipulated time, 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 22nd 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.

