

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:90/ 2015-16/Tirupati Circle

Present

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

Chairperson
Member (Accounts)
Member (Legal)

Between

Sri E.Ravichandran
C/o E.Srinivasulu Naidu
D.No:1-30 VKR Puram
VKR Puram
Nagari - Post Office
Chittoor - Dist

Complainant

And

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

Respondents

Sri.E.Ravichandran C/o E.srinivasulu Naidu is a resident of VKR Puram , Nagari – Post Office ,Nagari Mandal ,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 VKR Puram ,Nagari – Post Office ,Nagari Mandal, Chittoor – Dist .
2. He is consumer with Sc.No:531221400931, he is not receiving the bills regularly

C.G.No:90/2015-16/Tirupati Circle

3. In spite of his request to the meter reader over phone the bills are not being issued properly.
4. So kindly issue the bills regularly.

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 E.Ravichandran has complained in his notice that he has not received C.C.bills regularly in respect of service no .5312214000931 of V.K.R.Puram with in the due date for payment.
2. In this connection , it is to submit that the AE/O/Nagari has intimated that C.C.bills for the month of 05/2015 generated on 12/05/2015 and the bill handed over on the same day in the consumer premises of Service No:5312214000931 of V.K.R Puram letter dated 15.05.2015.
3. 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.

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. The C.C.Charges bill generated on 12.05.2015 and handed over to consumer .

Findings of the Forum:

1. During the Vidyuth Adalath conducted at Nagari on 06.05.2015 Sri E.Ravichandran of VKR Puram has lodged a complainant before the Forum and requested to arrange the bills regularly.
2. Soon on receipt of notice from the Forum, the Respondents have submitted that the bill for the month of May has been served on to the consumer on 12.05.2015.

3. The complainant in his letter dated 14.05.2015 addressed to the DE/O/PTR has stated that he has received the bill on 12.05.2015.

ORDER

Since the grievance of the complainant to arrange CC bills regularly has been arranged by the Respondents for the May 2015, the case is disposed off with a direction to the Respondents to ensure that the meter readings are properly recorded and bills are issued on the spot promptly to the consumers without causing any hardship to the consumers. The Respondent officers may conduct surprise checks on the Spot Billing Agencies to have better control and ensure prompt and accurate billing .

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.