

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
OF NORTHERN POWER DISTRIBUTION COMPANY OF A.P.
LIMITED: WARANGAL.

18th Day of February, 2010.

Present : Sri. D. Narsinga Rao : Chairman
Sri. V. Radha Krishnam Raju : Member (Legal)

C.G. No. 264/2010 of Warangal Circle

Between

Sri. A. Punnam Chander
H. No. 11-29-311/A
S.C. No. 15144 – 62719
SBH – 25/1/03
Pochammamaidan
Warangal-Dist.

Complainant

AND

1. Divisional Engineer/Operation/NPDCL/Warangal. **Respondents.**
2. Assistant Divisional Engineer/Operation/NPDCL/Warangal.
3. Assistant Engineer/Distribution/NPDCL/Pochammamaidan.
4. Assistant Accounts Officer/ERO/NPDCL/Warangal.

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Sri. A. Punnam Chander, H. No. 11-29-311/A, R/o. Pochammamaidan, Warangal-Dist., hereinafter called as the complainant, in his complaint Dt. 15.01.10 received and registered on 18.01.10 under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, has stated the following :-

- i. he is consumed units every month between 50 – 86 units.
- ii. he is paying the bills up to Rs. 70 – 160/-.

Contd.2

- iii. he is using only One T.V., One Tube Light, One Fan and Two Zero Bulbs.
- iv. the high meter reading bills were received due to meter fault.
- v. the above position was informed to Assistant Engineer and requested for replacing meter and revised bills.
- vi. he has also submitted a representation in writing to Assistant Engineer on 10.04.09.
- vii. after submitting the representation the meter was replaced after 15 days.
- viii. he has been paying the bills for the months of 04/09 & 05/09 as per the advise of Assistant Engineer/Distribution/Pochammamaidan.
- ix. the bills of S.C. No. 15144 – 62719 was not taken into consider due to not payment of old arrears.
- x. taking of over billing units regarding of meter fault the new meter readings are justified.
- xi. the old meter was not sent to the lab. The same was asked to the Assistant Engineer/Distribution/Pochammamaidan. The Assistant Engineer stated that the meter was not traceable.
- xii. the old meter reading was closed of at 1520 units.
- xiii. he has requested for testing of old meter, and issuing of bills of November, December and January.

2. As a sequel to the above complaint, the Divisional Engineer/Operation/Warangal, Assistant Divisional Engineer/Operation/Warangal, Assistant Engineer/Distribution/Pochammamaidan and Assistant Accounts Officer/ERO/Warangal were directed to file their written submission vide notice dated. 18.01.10 and also acknowledgement of the complaint was communicated to the complainant.

The Assistant Accounts Officer/ERO/Warangal in his filings dated. 31.01.10, has stated that :-

- i. as per the field report given by the Assistant Engineer/ Distribution/Pochammamaidan that the meter was defective and abnormal bills were issued from 04/09 to 06/09 against the S.C No. 15144 – 62719.
- ii. the bills were revised duly taking final reading 1902 of old meter, but consumer was not agreed.
- iii. the same was informed to the Assistant Engineer/Distribution/ Pochammamaidan by the consumer vide his letter dated. 15.01.10.
- iv. the Assistant Engineer/Distribution/Pochammamaidan re-submitted field report duly considering previous consumption pattern and recommended for average units of 90 for stuck-up period from 04/09 to 06/09.
- v. the bills were revised with written consent of consumer of S.C. No. 15144 – 62719 duly taking average units of 90 for the stuck-up period from 04/09 to 06/09.
- vi. the consumer also agreed and paid the arrears on 31.01.10 for Rs. 183/-.

3. **ORDER :-**

The complainant complaint is resolved by the respondents as bills were revised with the written consent of the consumer amicably.

Hence, no further orders are required to the complainant. Accordingly the case has been disposed off.

Signed on 18th day of February, 2010.

Sd/-
V. RADHA KRISHNAM RAJU
MEMBER (LEGAL)

Sd/-
D. NARSINGA RAO
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 264/2010-1 Dt. 18.02.2010.

Copy to :

The Superintending Engineer/Operation/NPDCL/Warangal.

The General Manager (IT)/Corporate Office/NPDCL/Warangal.

(He is requested to place the order in the Company's Website).

The Stock file.

//FORWARDED BY ORDER //

Member (Legal)
Consumer Grievances Redressal Forum.

