

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

5th Day of August, 2010.

Present : Sri. S. Surender : Chairman
Sri. M. Venkata Narayana : Member (Accounts)
Sri. K. Ramesh : Member (Legal)

C.G. No. 272/2010 of Nizamabad Circle

Between

Sri. Y. Raja Narsimloo
Pole No. SG-A2/1
S.C. No. M2 – 2600
Balajee Street
Nizamabad – Town
Nizamabad – Dist.

Complainant

AND

1. Assistant Engineer/Operation/Town/Nizamabad. **Respondents**
2. Assistant Divisional Engineer/Operation/Town/Nizamabad.
3. Assistant Accounts Officer/ERO/Town/Nizamabad.

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Sri. Y. Raja Narsimloo, Balajee Street, Nizamabad-Town, Nizamabad-Dist., hereinafter called as the complainant in complaint dated. 12-04-10, received and registered on 19-04-10, under Clause 5(7) of APERC Regulation 1 of 2004 read with Section 42(5) of Electricity Act 2003, stated the following :-

- i. he was requested for rectification of excess billed amount with abnormal consumption for the months of 11/2007 (billed in 12/07) to 04/2008 (billed in 05/08) and arrange to refund the same as the meter was defective and recorded abnormal readings/consumption during the above period.

Contd.2

- ii. the details of the excess billed with abnormal consumption and to be billed with normal condition (consumption) as per the Terms and Conditions of Electricity Supply was also submitted for perusal and requested for refund of excess billed/paid amount of Rs. 3,763/-, i.e., excess billed Rs. 2,463/- plus advance paid for 02/2008 and 03/2008 Rs. 1300/-(totally Rs. 3,763/-).
- iii. so far even after a lapse of one year and above he had neither received the above payment nor any response to my applications.
- iv. he has requested to arrange to refund the excess billed/paid amount of Rs. 3,763/- duly enclosing his applications dated. 09.04.2009 & 29.10.2009 addressed to the Assistant Divisional Engineer/Operation/Town/Nizamabad.

2. As a sequel to the above complaint, Assistant Engineer/Operation/Town/Nizamabad, Assistant Divisional Engineer/Operation/Town/Nizamabad and Assistant Accounts Officer/ERO/Town/Nizamabad, were directed to file their written submissions vide notice dated. 20.04.2010.

The respondents have not submitted any reports on the notice issued by this Forum, though they have consumed more than two months of time.

3. The hearing was proposed to conduct on 14.07.10 at 3.30 P.M., in the Chamber of Chairman/Consumer Grievances Redressal Forum/NPDCL/Warangal, and same was communicated to the respondents along with complainant for attending the hearing on the said date. But the complainant has expressed his in ability for attending the same when he was contacted over phone. Hence the hearing was not conducted on the said date.

4. **Analysis of the Case :-**

In view of the non receipt of the written submissions by the respondents in defence of the contents of the complaint submitted by the

Contd.3

complainant, and on examination of the contents of complaint by this Forum it seems that the meter might have become defective. Due to defective meter only the complainant has paid excess amount of Rs. 3,763/- for the excess billed amount with abnormal consumption for the months of 11/2007 (billed in 12/07) to 04/2008 (billed in 05/2008).

5. **ORDER :-**

The respondents are directed to rectify the bills issued and excess payment made by the complainant for the period from 11/2007 (billed in the month 12/07) to 04/2008 (billed in the month of 05/2008).

Based on the rectification of the bills and excess amount already paid by the complainant may be adjusted to his S.C. No. M2 – 2600 for his future consumption bills to be issued to the complainant. The detailed compliance report on implementation of this order may be submitted to this Forum within 15 days from the date of receipt of this order. Further the respondents are directed to act/submit the reports whenever the notices served by this Forum on the complaint received from the complainant within the prescribed time as mentioned therein, so that the complaint received may be settled within prescribed time i.e., within 45 days as per the guidelines issued by the APERC and to avoid any type of delay on settlement of the complaint submitted by the complainant.

6. **Reasons for the Delay :-**

The delay of more than three months took place, even though the respondents have not submitted any report like this type of simple case nor submitted any compliance report on the Consumer Grievance based on the notice issued by this Forum on the contents of the complainant. Non

submission of the reports to this Forum by the respondents is viewed very seriously. This ensures for initiating any disciplinary action against the concerned as per the departmental rules.

Therefore the Superintending Engineer/Operation/Nizamabad is directed to take necessary action against the concerned as per the notice served by this Forum and submit a compliance report to this Forum within 15 days from the date of receipt of this order.

7. If the complainant is aggrieved by the order of the forum he may represent to Vidyut Ombudsman, APERC, Singareni Bhavan, IVth Floor, Red Hills, Hyderabad-500 004, within (30) days of receipt of this order as specified in clause (9) of Regulation 1 of 2004 of A.P. Electricity Regulatory Commission of A.P.

Signed on 5th day of August, 2010.

K. RAMESH
MEMBER (LEGAL)

M. VENKATA NARAYANA
MEMBER (ACCOUNTS)

S. SURENDER
CHAIRMAN

Endt. No./CM/C.G.R.F/NPDCL/C.G. No. 272/2010-1 Dt. 05.08.2010.

Copy to :

The Divisional Engineer/Operation/NPDCL/Nizamabad.
The Superintending Engineer/Operation/NPDCL/Nizamabad.
The General Manager (IT)/Corporate Office/NPDCL/Warangal.

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

Sri. Dr. A. Sudharshan Reddy, President, Centre for Environmental
Studies, H. No. 2-2-421, Kishanpura, Hanamkonda, Warangal-Dist.
The Stock file.

//FORWARDED BY ORDER //

Member (Legal)
Consumer Grievances Redressal Forum.

