

VIDYUT OMBUDSMAN
O/o: ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
4th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500004.

Present

K. Sanjeeva Rao Naidu
Vidyut Ombudsman

Dated: 20 -02-2013

Appeal No. 78 of 2012.

Between

Sri. S.K.Sharma,
D.No.4-61-7, Lawsons Bay Colony, Visakhapatnam – 530 017.

...Appellant

AND

1. Assistant Engineer / Operation / D 4 / APEPDCL/ Visakhapatnam
2. Asst. Divisional Engineer / Operation / APEPDCL / Waltair
3. Asst. Accounts Officer / ERO / East / APEPDCL / Visakhapatnam
4. Divisional Engineer / Operation / Zone I / APEPDCL / Visakhapatnam

.....Respondents

The appeal / representation dated. 26.11.2012 received by this authority on 04.12.2012 against the CGRF order of APEPDCL C.G. No. 471/2012-13 of Visakhapatnam District dated 16.11.2012. The same has come up for hearing before the Vidyut Ombudsman on 07.01.2013 at Hyderabad. Appellant absent but filed a memo. Sri. K.Appala Raju, AE/D4/Visakhapatnam and Sri K. Narasimha Murthy, AAO/ERO/East/Visakhapatnam present and having stood over for consideration till this day, the Vidyut Ombudsman passed / issued the following.

AWARD

The petitioner filed a complaint before the CGRF against the respondents for redressal of his grievances. In the complaint, the appellant has mentioned the grievance as hereunder:

Dispute: "The actual date of meter reading taken is not mentioned on the bills before dates mentioned mischievly against SC No. 20938 and 42502, Lawsons Bay Colony, Visakhapatnam.

2. After hearing both sides and after considering the material, the Forum passed the order as hereunder:

- **As per the reply submitted by the 1st respondent along with 2nd respondent, the bills have been generated and issued on 10th September. As such there is no problem with the bills.**
- **However, the Petitioner here by advised to observe the reading when it is taken and cross check with the meter. He is requested to contact and submit his grievance if any immediately to this Forum.**
- **With the above direction the CG.No. 471/2012-13 is disposed off.**

4. Aggrieved by the said order, the appellant preferred this appeal questioning the same that the Forum did not apply its mind and simply denied the legitimate request made by the consumers. It is also pointed out by him that the date shown in the bill is prior to the date of reading recorded by the meter reader and this anomaly creates lot of mental agony to the consumers and this may be rectified.

5. Now, the point for consideration is, "Whether the impugned order is liable to be modified? If so, in what manner"?

6. The appellant failed to attend before this authority and addressed a letter stating that he has to incur Rs.2000/- to Rs.3000/- expenses for attending before this authority

7. Whereas, the respondents are represented by Sri. K.Appala Raju, AE/D4/Visakhapatnam and Sri K. Narasimha Murthy, AAO/ERO/East/Visakhapatnam and they have stated that the grievance is resolved.

8. When this authority contacted the appellant on phone, he stated that the issue is resolved with department officials.

9. However, it is necessary at this juncture to give a direction to the respondents specifically by instructing the concerned officials to prepare the bills after receiving the readings of the meter reader and send the same to the consumers in future without fail.

10. With this observation, the dispute is resolved and the appeal is disposed.

This order is corrected and signed on this 20th day of February 2013.

Sd/-
VIDYUT OMBUDSMAN