

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

**This the 31<sup>st</sup> day of Guntur 2012**

**C.G.No:120/2012-13/Guntur Circle**

*Present*

*Sri K. Paul  
Sri A.Venugopal  
Sri T.Rajeswara Rao  
Sri K. Rajendra Reddy*

*Chairperson  
Member (Accounts)  
Member (Legal)  
Member (Consumer Affairs)*

*Between*

Sri M.Sambasiva Rao  
C/o Nagaiah  
DNo:4-19-24, 4<sup>th</sup> Lane  
Vikas Nagar., Chandramouli Nagar – Post  
Guntur-City  
Guntur-Dist-522006

Complainant

*And*

1. Assistant Engineer/Operation/D-4/Guntur  
2. Assistant Divisional Engineer/Operation/Town-2/Guntur  
3. Assistant Divisional Engineer/LT Meters/Guntur  
4. Divisional Engineer/Operation//Town-1/Guntur

Respondents

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Sri M.Sambasiva Rao, C/o Nagaiah resident of DNo:4-19-24, 4<sup>th</sup> Lane, Vikas Nagar., Chandramouli Nagar – Post, Guntur-City, Guntur-Dist-522006 herein called the complainant, in his complaint dt:15-6-2012 filed in the Forum on dt:15-6-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an electrical consumer with service number 1122200115078 at DNo: 4-19-24 of 4<sup>th</sup> line Vikas nagar, Guntur.

2. He is residing at the above address on rental basis and receiving bills every month at Rs 1500/- on average, but the bills are increased to Rs 3000/- after the meter replacement done about 2 months back.
3. He made on line complaint with complaint number: comgun201205232 and comgun201206021, but there is no action from the department side.
4. Requested to take immediate action as he is going to vacate the house in the month ending of June.
5. He received bill for Rs 3000/-even though they were not residing in the house for about 10 days and suspected that the meter is moving fast.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/D-4/Guntur in his written submission dt:27-6-2012 with a copy to the complainant received in this office on dt:30-6-2012 stated that:**

1. The consumer of SCNo: 115078 of D-4, Guntur informed to me on phone on 02-6-2012 stating that the meter of the service is creeping and requested for replacement. Immediately he had visited the premises on 2-6-12 and observed that the meter is in good condition and taken the check reading of the service.
2. The meter particulars are: Make: UTL 3x 10-40A, Sl.No.ASW35782, reading : 646. connected load:7.94KW.
3. Further it is also submit that the service was previously having the iron meter and the meter was replaced on 01-5-2012 with high accuracy meter vide MC.No.29142.
4. He explained the same to the consumer that the previous meter has not recorded properly and after replacement of the meter the consumption

recorded with accuracy and the meter is not creeping. But the consumer not satisfied and approached the honourable Chairperson, CGRF, APSPDCL, Tirupati.

5. The consumer has requested to test the meter since he is still doubt about the meter. He has paid the meter testing fee of Rs. 300.00 at ERO vide PRNo. 498032 dt:27-6-12.
6. Immediately the meter was replaced on 27-6-12 vide MC.No.241896 dt:27-6-12 with FR 1122.
7. The meter is packed and kept in section office. The MRT wing has not communicated the programme for testing of meters during 06/12. After informing the date of testing by MRT, the same will be intimated to the consumer for attending the testing of the meter.
8. After receipt the test results the necessary action will be taken. The copies of the change slips i.e., MC.Nos 29142 dt:01-5-12 and 241896 dt:27-06-12 are here with submitted.

**The respondents 2 and 4 i.e. the Assistant Divisional Engineer/Operation/Town-2/Guntur, and the Divisional Engineer/Operation//Town-1/Guntur in their combined written submission dt:27-6-2012 and 29-6-2012 with a copy to the complainant received in this office on dt:30-6-2012 stated that:**

1. The consumer of SCNo: 115078 of D-4, Guntur informed to me on phone on 02-6-2012 stating that the meter of the service is creeping and requested for replacement. Then the AAE/Opn/D-4/Guntur has visited the premises on 2-6-12 and observed that the meter is in good condition and taken the check reading of the service.

2. The meter particulars are: Make: UTL 3x 10-40A, Sl.No.ASW35782, reading : 646. connected load:7.94KW.
3. Further it is also submit that the service was previously having the iron meter and the meter was replaced on 01-5-2012 with high accuracy meter vide MC.No.29142.
4. He explained the same to the consumer that the previous meter has not recorded properly and after replacement of the meter the consumption recorded with accuracy and the meter is not creeping. But the consumer not satisfied and approached the honourable Chairperson, CGRF, APSPDCL, Tirupati.
5. The consumer has requested to test the meter since he is still doubt about the meter. He has paid the meter testing fee of Rs. 300.00 at ERO vide PRNo. 498032 dt:27-6-12.
6. Immediately the meter was replaced on 27-6-12 vide MC.No.241896 dt:27-6-12 with FR 1122.
7. The meter is packed and kept in section office. The MRT wing has not communicated the programme for testing of meters during 06/12. After informing the date of testing by MRT, the same will be intimated to the consumer for attending the testing of the meter.
8. After receipt the test results the necessary action will be taken. The copies of the change slips i.e., MC.Nos 29142 dt:01-5-12 and 241896 dt:27-06-12.

**The respondent-3 i.e. the Assistant Divisional Engineer/LT.Meters/Guntur in his written submission dt:23-6-2012 received in this office on dt:09-7-2012 stated that:**

1. The meter is yet to be referred to MRT by the operation wing for the challenge test in the presence of the customer.
2. There is no information on the performance of the meter at MRT from SCNo: 1122200115078.

**Findings of the Forum:**

1. The grievance of the complainant is that he received bills for his domestic service on high side with the new meter that was fixed by replacing the old meter.
2. The grievance in accordance with the Guaranteed Standards of Performance shall be resolved within 22 days from the date of the complaint as the matter relates to functioning of the meter and its replacement.
3. The complainant registered his complaint online in the APSPDCL site twice, but the respondent did not take action and finally on phone call from the complainant on 2-6-2012, the respondent-1 i.e. AE/Opn/D-4/Guntur visited the premises on the same day and found that the meter is in good working condition with reading 646 and the connected load at the time of inspection was 7.94KW.
4. The respondent-1 also reported that the earlier meter was with iron body and not recorded energy properly was replaced on 1-5-2012 with high accuracy meter which was not creeping and the same was explained to the consumer.
5. The consumer not satisfied with the above approached the Forum as he is still in doubt of functioning of the meter and paid the testing fee Rs 300/- at ERO on 27-6-2012 against PRNo: 498032.

6. The respondent-1 replaced the meter for testing on the same day i.e. 27-6-2012 and the final reading at the time of replacement of the meter was 1122.
7. Finally the meter was tested at MRT lab on 25-7-2012 i.e. after one month from the date of the replacement of the meter in the presence of the complainant, DE/DPE/Guntur and ADE/LT Meters/ Guntur and in the test results revealed that the meter is functioning normally with an average error of 0.66% which is well within the permissible limits.
8. As reported by the respondent-1 the total connected load at the time of inspection was 7.94 KW and the consumption recorded by the meter is commensurate with the connected load and also the test results revealed that the meter is running error free and hence there is no necessity of revision of the bill.
9. Also as seen from the account copy of the service the contention of the complainant that the consumption is increased only after replacement of the meter appears to be far from the truth as the monthly consumptions from 6/2011 to 7/2012 are 699,633,494,564,625,467,400,306, 378,284, 545,454,554 and 537units and the consumption prior to replacement of the meter also is almost same but only thing is that the complainant compared the consumption with that in the winter season which is not correct. Added to that is the change in tariff from 8/2011 on wards.
10. As such the Forum feels that there is no necessity of revision of bill in this case and hence the request of the complainant is kept aside.

In view of the above, the Forum passed the following order.

**ORDER**

The complainant is advised to pay the CC.bills in respect of the service within 7 days without any dispute to avoid disconnection of the service.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 31<sup>st</sup> day of August 2012.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.