

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

**This the 29<sup>th</sup> day of October 2012**

**C.G.No:187/2012-13/ Tirupati 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*

Smt. M.Varalaxmamma,  
C/o Adinarayana,  
DNo:3-123/7-2., Thiruchanoor.,  
Divyaskethra Avenue,  
Thiruchanoor (Post),  
Tirupati,  
Chittoor-Dist-517503.

Complainants

*and*

1. Assistant Accounts Officer/ERO/Town-2/Tirupati  
2. Assistant Engineer/Operation/Mangalam-2/Tirupati  
3. Assistant Divisional Engineer/Operation/OSD-2/Tirupati

Respondents

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Smt. M.Varalaxmamma, C/o Adinarayana resident of DNo:3-123/7-2., Thiruchanoor, Divyaskethra Avenue, Thiruchanoor (Post), Tirupati, Chittoor-Dist-517503 herein called the complainant, in her complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 had stated that

1. She had obtained an electrical service connection under category-II for her shop at Mangalam with single phase supply and the service number is 5469.

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2. Subsequently in January 2012 she dug a borewell and applied for conversion of the above single phase service to three phase and the meter was replaced on 25-02-2012 which was fell stuck up subsequently.
3. The above struck up meter was replaced in 7/2012, but the bills were raised on high side as shown below.

Month	Reading	consumption	Bill amount In Rupees.
B.F	646		
25/2/2012	0666	20	1380.00
25/2/2012	0000	00	
19/3/2012	246	266	
16/4/2012	2624	2378	15492.00
17/5/2012	5815	3191	23190.00
19/6/2012	8315	3750	26535.00
19/6/2012	2867	4100	Nil
7/2012	2906	1655	28951.00
8/2012	4304	1437	10295.00
9/2012	4437	1531	19497.00
11/9/2012	4591		

4. She paid bills on high side according to the readings above.
5. The three phase meter was again replaced in 7/2012 due to struck up, but the date of its replacement is not known.
6. Requested for rectification of the bills duly going through the readings and the bills and render justice.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Town-2/Tirupati in his written submission dt:29-9-2012 received in this office on dt:29-09-2012 stated that**

1. The AE/Rurals / Mangalam / Tirupati was inspected the premises of the consumer informed that the meter was replaced with KVAH meter in the month of 7/2012 but the service has been billed as per the KWH reading

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instead of KVAH reading and recommended to bill the service as per KVAH reading.

2. As per the recommendations of the AE/R/Mangalam /Tirupati the bill was revised as per KVAH reading and issued the manual bill for payment.
3. On thorough verification of the BBA with reading register, it was found that the contracted load of the service is only 7KW.
4. In case of the contracted load of the service is below 10KW there is no provision for billing as per KVAH metering but the power factor is observed.
5. If the power factor is below 0.95 the Capacitor Surcharge is automatically raised.
6. During the month of 8/2012 the bill has been generated through spot billing machine (as per KWH reading) and at the same time manual bill was also issued to the consumer.
7. Hence the excess demand raised through manual billing has been withdrawn through journal entry vide RJ.No.70/09-12 and the same was also intimated to the consumer.

**Findings of the Forum:**

1. The grievance of the complainant is that the bills to her service were served in duplicate for the same period one with billing machine and the other manually and demanded to pay the amounts and requested to rectify the bills paid in excess.
2. The complaint relates to billing matters which is to be resolved within 7 working days from the date of the complaint in accordance with the

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Guaranteed Standards of the Performance failing which the consumer has to be compensated @ 25/- for each day of delay beyond the scheduled period.

3. Here in this case the complaint was made on 14-09-2012 and is to be resolved not later by 30-09-2012 duly allowing the transit period and postage delay.
4. The respondent-1 i.e. the AAO/ERO/Town-2/Tirupati reported that the service was first billed with KWH reading instead of KVAH and as per the recommendations AE/Rural/Mangalam/Tirupati the bills was revised as per KVAH reading and issued manual bills consequent change of meter in 7/2012.
5. On thorough verification of the BBA with the reading register they noticed that the bill for 8/2012 has been generated through the spot billing machine as per KWH reading and at the same time manual bill also was issued to the consumer.
6. The respondents duly admitting their fault resolved the problem through RJ and withdrawn an amount of Rs 30536/- the demand excess raised through manual billing against the said service of the consumer.
7. The respondents could rectify the bills well within time by 29-09-2012 and hence Forum feels that there is no delay in resolving the problem of the complainant and hence no compensation need to be allowed.

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

**ORDER**

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The respondents are directed that they shall be cautious while raising the demands through manual billing for any reason, wherever necessary.

Accordingly the case is disallowed 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 29<sup>th</sup> day of October 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.

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