

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

**This the 22<sup>nd</sup> day of November 2012**

**C.G.No:191/2012-13/Nellore 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 B. Akki Reddy  
DNo:27-1-909, Lakshmi Nagar  
Nellore Post & Mandal,  
Nellore-Dist-524002

Complainant

*And*

1. Assistant Accounts Officer/ERO/Town-II/Nellore  
2. Assistant Engineer/Operation/East-II/Nellore  
3. Assistant Divisional Engineer/Operation/Town-II/Nellore

Respondents

\*\*\*

Sri B. Akki Reddy Resident of Lakshmi Nagar, DNo:27-1-909, Nellore Post & Mandal, Nellore-Dist-524002 herein called the complainant, in his complaint dt:15-9-2012 filed in the Forum on dt:15-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 have stated that

1. He is a consumer of electricity with SCNo: 3321211080334 at Lakshminagar, Balajinagar of Nellore town.
2. His normal consumption on the above service ranges from 100 to 200 units per month depending on the conditions and the bills were from Rs.250/- to Rs.800/-.

3. During peak summer some times the CC.bills were around Rs.1300/- per month.
4. Even though the consumption was less, bill was issued for Rs.6127/- against consumption of 991 units which is very much abnormal.
5. Requested to arrange for checking of the meter and other-wise do the needful.

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

**The respondent-1 i.e. the Assistant Accounts Officer/ERO/Town-II/Nellore in his written submission dt:06-11-2012 received in this office on dt:09-11-2012 stated that:**

1. As per the complaint lodged by the consumer, the AE has replaced the meter with another healthy one and send to the MRT for testing.
2. The AE/LT meters/Nellore has declared that the meter recorded excess reading and defective vide LrNo:AE/LTM/NLR/F.No.:TR/DNo.496/12, dt:08-10-12.
3. Further the AE/Opn/East-II/Nellore has furnished revision proposals in his LrNo:AE/O/E-II/NLR/FNo.8/DNo.482/12, DT:17-10-12 requesting this office to revise the bill for the month of 10/12 as per the test results of MRT and also recommended by the ADE/Opn/Town-II/Nellore.
4. Based on the revision proposed by the AE, the bill for the month of 10/12 was revised duly taking the previous 3 months consumption i.e. from 07/2012 to 09/2012 (322+243+300 = 288 units) and withdrawn an amount of Rs 6765.00 vide RJNo:43/10-12.
5. The consumer has also paid the balance amount of Rs.2095 on 19-10-2012 vide PRNo.2216630.

**The respondent-2 i.e. the Assistant Engineer/Operation/East-II/Nellore in his written submission dt:07-11-2012 received in this office on dt:12-11-2012 stated that:**

1. As per the consumer complaint the old meter was replaced and fixed another healthy one meter.
2. The old meter send to MRT for testing.
3. The AE/LT meters/Nellore has declared that the meter recorded excess reading and defective vide Lr.No.AE/LTM/NLR/F.No.TR/DNo:496/12 dt:18-10-12.
4. Further the revision of bill proposal submitted to AAO/ERO/Town-II/Nellore along with test reports vide this office LrNo:AE/O/East-II/F.Doc/DNo: 482/12 dt:17-10-12 through ADE/Town-II/Nellore.
5. Based on my letter and test results the AAO/ERO/Town-II/Nellore was revised CC.bill duly taking previous 3 months average consumption from 07/12 to 09/12 and with drawn excess amount of Rs.6765/-.
6. After that the consumer has also paid the balance amount to Rs.2095/- on 19-10-2012 vide PrNo:2216630.

**Findings of the Forum:**

1. The grievance of the complainant is that he received bill on high side for his domestic service for the month of September 2012 and requested for rectification suspecting the meter performance.
2. In this case the reason for high billing is suspected that the root cause is the performance of the meter and hence the meter is to be tested.

3. In accordance with the Guaranteed Standards of Performance, the metering problem is to be resolved within 22 days from the date of the complaint in town areas.
4. The respondents replaced the meter duly fixing a healthy one and the removed meter was sent to MRT lab for testing where it was declared that the meter was defective.
5. The meter was first tested at MRT lab and was declared that it was working properly, but the Forum wanted to check up the meter once again at Lab in the presence of the consumer on 03-10-2012 after completion of adalath.
6. During testing on 03-10-2012 in the presence of the consumer and the Forum members it was declared faulty with a comment that there was a special phenomenon of advancement of reading by 13.4 units for each restoration of supply on failure.
7. As such there is a need for revision of bill in this case.
8. Accordingly the respondent-1 i.e. the AAO/ERO/Town-II/Nellore upon the recommendation of the MRT and the concerned operation officers revised the bill of the consumer service and duly taking the average consumption from 07/2012 to 09/2012 and withdrawn an amount of Rs.6765/- and the balance amount left over after the said revision Rs.2095/- was paid by the consumer duly satisfying with on 19/10/2012 vide PRNo:2216630.

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

**ORDER**

The respondents shall be un-biased while dealing with the consumer disputes and render services to their satisfaction and based on the facts.

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 22<sup>nd</sup> day of November 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
-------------------------------	-----------------------------	----------------------------------	----------------------------

**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.