

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

This the 22nd day of November 2012

C.G.No:192/2012-13/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 Ch.Yanadaiah
C/o Lingaiah
DNo: 27-2-1760-1Ramji Nagar,
Fourth lane Post,
Nellore, 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 Ch.Yanadaiah, C/o Lingaiah Resident of DNo: 27-2-1760-1Ramji Nagar, Fourth lane Post, Nellore, Nellore-Dist-524002 herein called the complainant, in their 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: 123850 under domestic category at Ramji nagar of Nellore Town.
2. For his service above the bills were issued on high side from May 2012 to July 2012.
3. Requested for revision of bill.

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. The meter was got tested by AAE/LT.meters/APSPDCL/Nellore and test recorded furnished in his LrNo:AE/LTM/NLR/F.No.TR/DNo.436/12, Dt:15-09-2012 found as Meter defective and also recommended to revise the bills as per the terms and conditions of APSPDCL duly observing the departmental formalities.
2. Based on the AAE/LT.Meters/Nellore test results, the AE/Opn/East-II/Nellore has furnished the proposal for revision for the period from 06/12 - to 09/12 in his LrNo:AE/O/EAST-II/NLR/FNO:/DNO:411/12, Dt:17-09-12 duly recommended by the ADE/Opn/Town-II/Nellore.
3. In this regard, the bills for the period from 06/2012 to 09/2012 was revised as revision proposed by the AE/Opn/East-II and also recommended by the ADE/Opn/Town-II/Nellore and the bills for the above period was reduced to a tune of Rs 17,546/- vide RJNo: 07/10-12.

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. The meter was got to the AAE/LT Meters, APSPDCL, Nellore for testing after that the test results furnished AE/LTM/NLR/F.No.TR/DNo:436/12, dt:15-09-12 found that the meter was defective and also recommended to revise the bills as per the condition of APSPDCL and duly observing the department formalities.

2. The revision of bill proposed along with LT meter test report submitted to AAO/ERO/Town-II/Nellore, through ADE/Opn/Town-II/nellore vide this office LrNo:AE/O/E-II/F.doc/DNo: 411/12 dt: 17-09-2012.
3. IN this regard, the AAO/ERO/Town-II/Nellore was revised the CC.bills for the above period and reduced the sum of excess amount RS 17,546/-.
4. After that the consumer has also paid the balance amount of Rs 5605/- on 31-10-12 vide PrNo:200801038994.

Findings of the Forum:

1. The grievance of the complainant is that he received CC.bills on high side from the months of May 2012 to July 2012 and suspected the meter performance and the reading jump and requested for rectification of the bills.
2. The complainant made the complaint in the Forum on 15-09-2012 during adalath at Nellore-Town and on the same day the meter was got tested at the MRT lab, Nellore in the presence of the consumer and the Forum members during which it was noticed that the reading in the meter was increasing by 13.4 units for each restoration of supply after power failure which phenomena is unusual and indicates that the meter is unhealthy.
3. The Forum on the spot issued instructions to revise the bill duly considering the above facts and replace the meter with a healthy one.
4. The respondents as already replaced the meter with new one for testing at lab, the bill was revised based on the findings of the testing at MRT lab and an excess amount of Rs. 17546/- was withdrawn from the demand through RJNo: 07/10-12 and after the said revision the balance amount of Rs.5,605/- was paid by the complainant on 31-10-2012 against PRNo: 200801038994.

5. The recommendations for the bill revision was sent by 17-09-2012 by the respondent-2 i.e. the ADE/Opn/Town-II/Nellore within 2 days of the complaint and the bill revision took place in the month of 10/2012 date is not known.
6. However the complainant duly satisfying with the bill revision paid the balance amount and hence the Forum feels that there is no deficiency of service on the part of the respondents.

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

ORDER

“No Separate order need to be issued”.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 22nd day of November 2012.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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Forwarded by Orders

Secretary to the Forum

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